

Job description

Service Support Assistant

OPAL (Older People, Active Lives) Service - West Lothian

This post is funded initially to 30 June 2019 in line with current funding, with a possibility of extension following successful evaluation.

For almost 50 years, Cyrenians (a Scottish Charitable Incorporated Organisation (SCIO), registered charity number SC011052) has served those on the edge; working with the homeless and vulnerable to transform their lives.

Our Vision is an inclusive society in which we all have the opportunities to live valued and fulfilled lives. We work to make that vision a reality through our Mission to support people excluded from family, home, work or community on their life journey.

We aim to offer consistently excellent service across all locations and in all our activities. Our way of working is built on our four core values:

Compassion: We believe that everyone should have the chance to change, no matter how long that might take.

Respect: We believe in tolerance, acceptance, valuing diversity and treating each other as equals.

Integrity: We are committed to the highest quality of work, grounded in honesty, generosity, sincerity and professionalism.

Innovation: We are willing to take risks, challenge convention and be very creative in our search for new ways of working, in particular by taking account of the environmental impact of our decisions.

1 General

Cyrenians OPAL, Older People, Active Lives Service provides support to people typically 60+ living in the West Lothian area who are suffering from or at risk of loneliness and isolation. Over the upcoming months we will offer a combination of;

- One to one support – working individually with older people to help rebuild confidence, to connect them with the local community and meet new people and to encourage them to get out and about.
- Telephone support – a friendly weekly call to share experiences or just enjoy a chat.
- Group activities – a variety of local groups for older people providing a relaxed way of getting to know people locally, making new friends and sharing hobbies and interests.

- Volunteer Drivers – supporting OPAL clients people to access our local group activities

The OPAL staff team is: Service Support Assistant (Office – this role), Service Support Assistant (Outreach), two one-to-one Service Coordinators (one with senior responsibilities), Groups Coordinator, sessional workers supporting delivery of the groups, and Service Manager.

The Service Support Assistant is an important role within OPAL. It provides the solid foundations to the service and is critical to ensuring we operate efficiently and effectively at all times and continue provide a high quality service to all those we support.

The post holder will be required to provide comprehensive administrative office support, as well as being able to manage calls and coordinate a diverse range of tasks. This includes all communications and enquiries to the OPAL service. Volunteers and other organisations visit the offices and on occasion, clients and a reception function for the service is also required.

Cyrenians requires all staff to be flexible in their approach and willing to help meet the needs of the charity and clients in whatever circumstances arise. We expect all staff to display care, respect and a non-judgmental approach to clients, being prepared to work tenaciously and imaginatively towards successful outcomes.

2 Main Aims

- Administrative support to the Older Peoples Services in West Lothian.
- Maintenance and management of volunteer and client files, case records and contact databases and all associated paperwork/records.
- Responsibility for ordering supplies, maintaining office equipment and liaising with IT support, handling incoming and outgoing mail.
- Assist and support with marketing and fundraising activities.
- Support of admin volunteers within the Befriending Service.
- PVG signatory for OPAL volunteers.
- Diary management

3 Tasks and Responsibilities

To provide administrative support including

- Answer the main telephone line – dealing with all general enquiries as first point of contact and supplying information to clients, volunteers and the general public. Manage the answerphone messages.
- Service administration as required; including photocopying, filing, scanning, dealing with incoming and outgoing mail.

- Data input and systems management including database, Microsoft packages and in house system.
- Design and manage efficient office processes in conjunction with other administration and/or team staff.
- Provide administrative assistance in the recruitment of new staff.
- Provide administrative assistance supporting all aspects of volunteering within the service
- Co-ordinate meeting arrangements; minute taking at relevant meetings.
- The administration of petty cash for the office and OPAL Groups.
- Updating spreadsheet of relevant local services and resources.
- Ordering of supplies and the maintenance of Service equipment and liaison with Head Office and external IT support team.
- Creating/updating client and volunteer files/databases.
- Conduct Initial Interviews with new volunteers.
- Participate at times in the induction of new volunteers.

Assist and support marketing and fundraising activities

- Production and distribution of information leaflets, posters, reports and other promotional materials.
- Take part in the promotion and co-ordination of fundraising events.
- Assist with the co-ordination of promotional events and participate in community events.
- Help with the compilation and distribution of the service newsletter.
- Liaise with local newspapers/magazines re promotion of the service and recruitment of volunteers.
- Update Head Office with Facebook post and any weekly updates.

Service Monitoring and Evaluation

- Consistently and accurately update service databases and spreadsheets.
- Consistently and accurately gather required data and compile monthly for Cyrenians quantitative and qualitative monitoring and evaluation reporting systems.

Other Duties

- To adhere to all Cyrenians policies and procedures; in particular to adhere to and promote good practice regarding volunteers, confidentiality, Health & Safety of self, colleagues, volunteers and service users; and equality of opportunity.
- To support Service Coordinators with new clients referrals during busy periods (for example, taking telephone referrals, assisting with transport for service users or assisting with initial visit appointments)
- To undertake any other duties that may reasonably be expected to fulfill the role.
- Participate in 6 weekly support and supervision.

- Attend external operational meetings and events as deemed relevant by service manager.
- Attend Cyrenians staff forums.

4 Person Specification

<p>Knowledge Able to use Word, Excel and Outlook to a competent level and to be able to routinely update spreadsheets, systems and databases. in order to gather data for monthly reporting and statistical purposes.</p>	Essential
<p>Experience Previous experience of providing a comprehensive office administration support function and coordinating a varied workload within a busy office environment. Previous experience of supporting older people in order to have an understanding of their range of needs and circumstances. Previous experience of working within the voluntary sector projects and services.</p>	Essential Desirable Desirable
<p>Skills Excellent organisational and prioritisation skills, with an eye for detail, in order to complete successfully routine administration and mechanistic processes. Excellent interpersonal skills and telephone manner in order to interact successfully on a daily basis with volunteers, clients, stakeholders and colleagues</p>	Essential Essential
<p>Approach Methodical and conscientious. Able to work independently and coordinate and complete a diverse range of tasks, with a minimum of supervision. Respects confidentiality of personal matters pertaining to service users, volunteers and colleagues.</p>	Essential Essential Essential
<p>Qualifications European Driving Licence for computers or proven experience of proficiency</p>	Desirable
<p>Circumstances Able to work flexible hours in line with the requirements of the Service</p>	Essential

5 Terms & Conditions

Employer: Cyrenians
 Accountability: Cyrenian Board of Trustees (via the Chief Executive of Cyrenians)

Line Manager: Senior Service Coordinator
Liaison with: Other Cyrenians staff; West Lothian Health & Social Care staff; staff and volunteers, local third sector organisations and other organisations dealing with older people both within West Lothian and out with.
Workplace: Bathgate (relocation to new premises in June 2018 expected to be in Bathgate)
Working Hours: 37 hrs per week (full time) which will include occasional evening and weekend work
Annual Leave: 25 days plus 10 Public Holidays (pro rata)
Salary: SCP 15-19: £18,474 - £20,252 per annum
Pension: Auto enrolment into Qualifying Workplace Pension Scheme (QWPS) which is a Group Stakeholder Pension Scheme – current contributions being 3% employee and 2% employer. Option of enhanced Employer contributions to the same QWPS of 6% initially, rising to 9% after 2 years and 12% after 5 years (subject to employee contributions of 6%)
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Disclosure: Not required

6 Application deadline and Interview dates

Closing date: 12 noon on Monday 28th May 2018
Interview date: Monday 4th June 2018 – Bathgate Office
Second stage: Date TBC – Norton Park, Edinburgh

Please refer to the Recruitment Information leaflet for further information on completing and submitting your application form.

Candidates will be required to complete a competency based exercise to demonstrate their skills in the use of Word and Excel at the interview stage, which will also include a short scenario exercise.