

Job Description

Business Support Officer (to Directors of Services)

Part-time – 20 hours per week

****This is a newly created post****

For over 50 years, Cyrenians (a Scottish Charitable Incorporated Organisation (SCIO), registered charity number SC011052) has tackled the causes and consequences of homelessness. We understand that there are many routes into homelessness, and that there is no 'one size fits all' approach to supporting people towards more positive and stable futures. That's why all our work is values-led and relationships-based.

We meet people where they are, and support them towards where they want to be.

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

This new post has been created as a result of recent growth, providing administrative support to our two Directors of Services. Directors of Services, as members of the Leadership Team, play a key role in delivering on our corporate strategy by providing values-led and relationship-based dynamic leadership.

At Cyrenians, we have a diverse portfolio of [our 25 services](#) working with individuals, families and communities to tackle the causes and consequences of homelessness. We work with people of all ages, circumstances and backgrounds to improve their health and wellbeing by finding sustainable routes to employment and accommodation, making long term improvements in their lives and by managing conflict and rebuilding relationships.

The Coordinator will support the Directors of Services to carry out their role by assisting with a range of organisational and administrative tasks to enable them to efficiently respond to, and move between, their varied priorities. With the support of colleagues, the post holder will be expected to carry out all tasks and responsibilities in a legally compliant and professional manner, and in line with our values.

This role requires excellent organisational and administrative skills, flexibility and the ability to manage and prioritise a range of responsibilities.

2 Tasks and Responsibilities

Exact tasks will vary week to week depending on priorities but will include some of the following:

General administration and coordination:

- Calendar management
- Servicing internal strategic working groups
- Photocopying, printing, proof-reading & filing
- In conjunction with colleagues, organise the efficient storage of internal service documents
- Organize meetings/events (virtually and in-person) including distribution of paperwork, arranging refreshments, break out rooms and note-taking as required
- In conjunction with colleagues, co-ordinate delivery of cross-service training and events
- Assist with the organization of relevant staff-related matters, including scheduling 1 to 1s and Annual Reviews, and the collation of recruitment/HR documentation for new projects

Project- and relationship-specific administration:

- Support Directors of Services to gather and collate relevant research and policy documents to assist future business development and funding applications
- Support Directors to update organizational databases, including updating the CRM database (ETapestry) with new and evolving relationships information
- Support Directors to collate internal and external papers and funder reports, including the formatting of documents and presentations
- Liaison with key strategic partners, including maintaining updates and scheduling of meetings

Other duties:

- Adhere to all Cyrenians policies and procedures; in particular promoting good practice regarding confidentiality, volunteers, health & safety, and equality of opportunity
- Undertake any other duties that may reasonably be expected to fulfill the role (noting that this is a new and therefore evolving role)

3 Person Specification

| Knowledge, skills and experience | |
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| Computer literate and highly competent in the use of Microsoft Office programmes (e.g. Excel, Powerpoint and Word), including experience of creating spreadsheets. | Essential |
| Minimum of 2 years relevant experience in an administrative support role | Essential |
| Experience of a similarly diverse role | Desirable |
| Experience of working with a broad range of individuals and organisations and across sectors | Essential |
| Experience of writing for mixed target audiences | Desirable |
| Ability to produce accurate and well-presented work, with excellent attention to detail | Essential |
| Excellent organisational skills | Essential |
| Ability to work independently with minimum supervision | Essential |
| Experience of using Photoshop, Publisher | Desirable |
| Values & attributes | |
| Reliable, practical, highly organised and methodical | Essential |
| Professional attitude and practice | Essential |
| Excellent interpersonal skills and telephone manner | Essential |
| Ability to manage a varied workload, and prioritise to meet competing deadlines | Essential |
| Ability to maintain high standard of confidentiality | Essential |
| Positive thinker and creative problem-solving approach | Essential |
| Ability to summarise information/data accurately and concisely | Essential |
| Patient and respectful of all people, whatever their background or presenting behaviour | Essential |
| Able to work flexibly in line with the requirements of the post | Desirable |
| Appreciation of impact of Cyrenians work and desire to work in Third Sector | Essential |

4 Terms & Conditions

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| <u>Employer:</u> | Cyrenians |
| <u>Accountability:</u> | Cyrenians Board of Trustees (via the Chief Executive of Cyrenians) |
| <u>Line Manager:</u> | Director of Services |
| <u>Liaison with:</u> | Both Directors of Services, Senior Service Managers and Service Managers |
| <u>Workplace:</u> | Edinburgh-based (Norton Park post-COVID restrictions) with occasional travel to other Cyrenians sites |
| <u>Working Hours:</u> | 20 hours per week |
| <u>Annual Leave</u> | 25 days plus 10 public holidays (pro rata) |

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| <u>Salary:</u> | £21,963 – £24,559 per annum (SCP20-24) (pro rata). This equates to £11,872 per annum for a 20-hour week at scale point 20. |
| <u>Pension:</u> | Auto-enrolment into Qualifying Workplace Pension Scheme (QWPS) which is a Group Stakeholder Pension Scheme – current contributions being 5% employee and 3% 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%) |
| <u>Disclosure:</u> | Not required |

5 Application deadline and Interview dates

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| <u>Closing date:</u> | 12 noon on Tuesday 2 nd November 2021 |
| <u>Interview date:</u> | Wednesday 10 th November 2021 |
| <u>Stage 2 date:</u> | TBC |

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

Further information can be found at www.cyrenians.scot