

Job Description

Administrator

Golden Years Community Connecting Service for Older People, Edinburgh

Part time (16 hours per week)

For 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 About Golden Years

Golden Years aims to combat loneliness and isolation for people aged 60 plus living in Edinburgh. We use a mixture of keywork and trained volunteers to offer support in a holistic way, helping people break down the barriers which are preventing them from connecting with their community and living their lives.

The Golden Years' service offers;

- One to one support – through volunteer befriending (face-to-face and telephone), and key work.

- Social and activity groups – in both sheltered housing complexes and in the community.
- Digital support – through our Digital Inclusion Service.
- Nordic walking – groups facilitated by our trained Nordic walking coach.
- Financial support – through our Merchant Company Almoner Service.
- Community lunch club – for something to eat and someone to eat with.

The Golden Years staff team is made up of: Service Manager, two Service Coordinators, Community Keyworker, Community Groups Builder, Almoner, and Team Administrator.

2 Main Aims

- Provide full administrative support and be the first point of contact for the Golden Years Service
- Management of new client referrals and continuous liaison with referral sources
- Management of volunteer enquiries including application, reference check, PVG and induction process
- Management of recording and maintaining confidential records

3 Tasks and Responsibilities

- Receive and respond to incoming calls and email enquiries from a range of stakeholders including referrers, clients, volunteers and the general public
- Manage the Golden Years inbox
- Manage the receipt and careful recording of referrals and ensure all records are kept up to date
- Respond to enquiries from new volunteers
- Process volunteer application forms, reference requests, PVG forms
- Maintain volunteer training records
- Manage the distribution of information to volunteers including training dates and book training venues and catering as required
- Schedule team meetings, and record and distribute the minutes
- Manage the filing system, database and other records ensuring all kept up to date
- Use the database to provide regular reports, statistics and KPI's
- Record and collate stories to be shared on social media and across the organization
- With the support of the Service Manager and the team, design and compile an annual impact report
- Attend service planning day and support Service Manager with preparation
- Assist with planning and managing of various promotional and community events
- General office administration duties as required including photocopying, filing, dealing with incoming and out-going mail.

- 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

Knowledge Able to use Word, Excel and Outlook to a competent level and routinely to update spreadsheets and databases Knowledge of social media and how it can support volunteer recruitment	Essential Essential
Experience Previous experience working in office administration Previous experience of supporting older people in order to have an understanding of their range of needs and circumstances	Essential Desirable
Skills Good organisational skills with an eye for detail in order to complete successfully routine administration and mechanistic processes Good interpersonal skills and telephone manner in order to interact successfully on a daily basis with volunteers, service users and colleagues	Essential Essential
Approach Methodical and conscientious Able to work independently with a minimum of supervision Respects confidentiality of personal matters pertaining to service users, volunteers and colleagues	Essential Desirable Essential
Qualifications European Driving Licence for computers or proven experience of proficiency	Desirable
Circumstances Able to work flexible hours in line with the requirements of the Service	Essential

5 Terms & Conditions

Employer:	Cyrenians
Accountability:	Cyrenian Board of Trustees (via the Chief Executive of Cyrenians)
Line Manager:	Service Manager
Reporting:	Report against work plan at regular support and supervision meetings

Liaison with:	Other Cyrenians staff, key stakeholders and referral sources within volunteering and older people's network
Workplace:	Cyrenians head office in Edinburgh, although we operate a blended working model
Working Hours:	16 hours per week (part-time) which will include occasional evening and weekend work
Annual Leave:	25 days plus 10 Public Holidays (pro rata)
Salary:	SCP15-19: £20,094 - £22,028 pro rata. This equates to £8,689 for a 16 hour week at SCP15.
Pension:	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%)
Driving licence:	Desirable
Disclosure:	Not required

6 Application deadline and Interview dates

Closing date:	12 noon on Monday 26 th September 2022
Interview date:	Week commencing 3 rd Oct 2022
Second stage:	TBC

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