Job Description

Project Support Officer, Social Enterprises

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 by beginning with their story, helping them believe that they can change their lives, and walking with them as they lead their own transformation.

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 by our Mission to support people excluded from family, home, work or community on their life journey.

Cyrenians has around 130 employees and twice as many regular volunteers spread across three service groups: Early Intervention, Progression and Social Enterprise.

Cyrenians is currently based across four local authority areas; Edinburgh, West Lothian, East Lothian and Falkirk. Our head office is based in Edinburgh, with smaller offices in the other areas. Our Scottish Centre for Conflict Resolution is based in Edinburgh and is a national initiative working across Scotland.

1 General

In the current economic climate with continued austerity, Cyrenians believes that the challenges are so great and potentially have such a huge impact on those we serve, that the only way to tackle them is to face them head on and use as an opportunity of growth. To this end, one of our ambitions is to expand our capacity to generate unrestricted income, especially through Social Enterprises, for real sustainability.

The objective of our Social Enterprise projects is to increase the number of people we serve and the level of earned income. Our objective, by 2020, is for our Social Enterprises to become sustainable, earning enough income to achieve at least 50% cost recovery.

Our current social enterprises are

Good Food Programme, with a mission to bring good food and healthy lifestyles to people who are experiencing disadvantage, isolation, poverty and homelessness. There are three key aspects to this programme:

- Fareshare Central and South East Scotland, a food redistribution project, collects and redistributes surplus food from producers and suppliers to not-for-profit organisations that work with vulnerable people.
- Food education programme, offers a range of food related services including food hygiene courses, cooking courses and community cook...
clubs, which encourage healthy eating & promote social inclusion and help participants increase their confidence.

- **Cyrenians Farm**, at Kirknewton is a working farm producing local fruit, vegetables and eggs, but is also home to a community of vulnerable young people, many with backgrounds of homelessness. The Farm grows food and helps the Community to grow people, providing a range of opportunities for individuals, including young trainees, to develop skills and confidence as a step towards a settled lifestyle.

- **Volunteering** in a supportive environment, allowing people to retake the first steps, or further steps, towards independent living. Volunteers come from all walks of life and in some cases, have been, recipients of help themselves and enabling them to be givers of help to others is a unique feature of the programme.

Additionally, this year we have started another two new enterprises:

- **Upcycling** is a programme where we revitalise older furniture and bring it to life and also generate new furniture from materialise we source along the way. This programme will also provide new training for people on their path back to employment and a hobby for those looking to fill their days whilst building new social groups.

- **Cyrenians Training Services** compliments our work already established in the field of conflict resolution whereby we deliver training to organisations supporting their front line staff. Additionally this service provides IT training to those with little or no knowledge.

The role will be based at the head office at Norton Park, but will include working at enterprise project sites from time to time. We think that excellent administration is at the heart of a good charity and we value this role.

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

The role will play a vital part in ensuring the smooth operation of Social Enterprises.

The post holder will provide general administrative and project support to the wider Social Enterprise team including maintenance of databases, report creation, internal and external communication.

The role will also involve supporting colleagues with events, fundraising and social media activities.
3 Tasks and Responsibilities

To provide administrative support for enterprise activity and fundraising, including:

- General office administration as required; including photocopying, filing, dealing with incoming and outgoing correspondence.
- Project administration, such as compiling and monitoring service plans, updating databases and spreadsheets, and monthly management reports.
- Support and coordinate training and events administration, including taking client bookings by phone and online.
- Co-ordinate meeting arrangements; minute taking at relevant meetings.
- Provide general assistance to the Senior Manager Enterprises and Relationships and Funding Developer.

To support marketing and fundraising activities:

- Assist with the promotion and co-ordination of enterprise events and training.
- Production and distribution of information leaflets, posters, reports and other promotional materials.
- Maintenance of website materials, and support social media activity.
- Support the compilation and distribution of service newsletters where appropriate.

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 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

<table>
<thead>
<tr>
<th>Knowledge</th>
<th>Essential</th>
</tr>
</thead>
<tbody>
<tr>
<td>Able to use Word, Excel and Outlook to a competent level and to be able to routinely update spreadsheets and databases in order to gather data for monthly reporting and statistical purposes.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Experience</th>
<th>Essential</th>
</tr>
</thead>
<tbody>
<tr>
<td>Previous experience of working in office administration and in within a busy office environment</td>
<td></td>
</tr>
</tbody>
</table>
Project administration / management.  
Previous experience of working within voluntary sector fundraising and/or marketing  

<table>
<thead>
<tr>
<th>Skills</th>
<th>Essential</th>
<th>Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Excellent organisational skills, ability to prioritise and an eye for detail</td>
<td>Essential</td>
<td>Desirable</td>
</tr>
<tr>
<td>Excellent interpersonal skills and telephone manner in order to interact successfully on a daily basis with volunteers, clients, stakeholders and colleagues</td>
<td>Essential</td>
<td>Desirable</td>
</tr>
<tr>
<td>Marketing skills, such as graphic design and social media skills</td>
<td>Essential</td>
<td>Desirable</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Approach</th>
<th>Essential</th>
<th>Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Methodical and conscientious with a “can do” attitude</td>
<td>Essential</td>
<td>Desirable</td>
</tr>
<tr>
<td>Able to work independently with a minimum of supervision and a good team player</td>
<td>Essential</td>
<td>Desirable</td>
</tr>
<tr>
<td>Respects confidentiality of personal matters pertaining to service users, volunteers and colleagues</td>
<td>Essential</td>
<td>Desirable</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Qualifications</th>
<th>Essential</th>
<th>Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>European Driving Licence for computers or proven experience of proficiency</td>
<td>Essential</td>
<td>Desirable</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Circumstances</th>
<th>Essential</th>
<th>Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Able to work flexible hours in line with the requirements of the Service</td>
<td>Essential</td>
<td>Desirable</td>
</tr>
</tbody>
</table>

## 5 Terms & Conditions

**Employer:** Cyrenians  
**Accountability:** Cyrenian Board of Trustees (via the Chief Executive of Cyrenians)  
**Line Manager:** Senior Manager Enterprises  
**Reporting:** Report against work plan at regular support and supervision meetings  
**Liaison with:** Enterprise managers, staff and volunteers; Other Cyrenians staff;  
**Workplace:** Edinburgh-based (Norton Park) with occasional travel to Enterprises (currently Jane Street, Leith and Cyrenians Farm, Kirknewton)  
**Working Hours:** Part time – 15 hours per week  
**Annual Leave:** 25 days plus 10 public holidays (pro rata)  
**Salary:** SCP15-19: £18,023 – £19,758 (pro rata)  
**Pension:** Auto enrolment into Qualifying Workplace Pension Scheme (QWPS) which is a Group Stakeholder Pension Scheme – current contributions being 1%employee and 1% 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%).
Employer contributions to the Group Stakeholder Pension Scheme of 6% initially, rising to 9% after 2 years and 12% after 5 years (subject to employee contributions of 6%).

Driving licence: Desirable
PVG membership: Not required

6 Application deadline and Interview dates

Closing date: Monday 18th September at 12 noon
Interview date: Afternoon of Friday 22th September
Second stage: Afternoon of Wednesday 27th September

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.