

## Job Description

### **Administrator**

#### **Cyrenians Communities – City Community**

Part time (16 hours per week)

For 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.

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## **1 General**

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Cyrenians has four residential communities, two of these are to provide accommodation and support to vulnerable young people. The purpose of the Communities is to provide a safe and stable community environment for young people to live, learn and develop together.

The City Community is based in Leith in Edinburgh, and provides accommodation for up to 7 young people who have experienced a tough reality, potentially as a consequence of family breakdown, homelessness, drug or alcohol issues or poor mental health. The residents live alongside volunteers who act as peer mentors. Together they manage the day-to-day domestic tasks and decisions within the building, which is their home. The process of being involved in decision-making empowers residents and helps to develop their confidence, skills and abilities.

Our unique approach to supported accommodation helps people to develop their skills through ongoing support and opportunities for personal development, with the key outcomes being;

- To significantly increase the ability of people to live more independently in the future including reducing and where possible, ending dependency on housing support and welfare
- To increase the contribution people want to and can make to wider society through volunteering and, if possible formal work experience, training and education
- To improve the ability of people to access community resources and networks such as libraries, GPs, social activities etc.

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## **2 Main Aims of the Role**

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The Administrator will be the first point of contact for all enquiries from a range of stakeholders including potential residents, referrers, funders, professionals, media and more.

Providing administrative support to both the Service Manager and Senior Key Worker at City Community, the role will involve:

- Working in a busy office that is accessible to all of our resident's volunteers and staff.
- Building positive relationships with volunteers and residents, and being part of the community.
- Completing and recording all maintenance checks that are required in the house.
- Supporting the Service Manager with tasks such as reporting, monitoring, evaluation, media communication.

The role requires a personable, approachable and helpful individual with strong organisational and communication skills, and an eye for detail.

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## **3 Tasks and Responsibilities**

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### **Key admin duties:**

- General office administration including; organising diaries and meetings, photocopying, filing, petty cash, banking, incoming and out-going mail
- Answering all calls and enquiries and ensuring an efficient administrative recording system
- Provide specific administrative assistance to the Manager and generalist support to the wider team
- Ordering office supplies and liaising with external IT support to maintain office equipment
- Invoice management and budget monitoring as advised by the manager
- Maintenance management – fire checks, emergency lighting checks etc.

### **Monitoring and evaluation:**

- Ensure the monitoring requirements of the service are suitably managed via relevant recording mechanisms including key databases.

- Provide assistance in the production of reports for stakeholders and funders

**Communications:**

- Assist with media engagement e.g. newsletters, website, interviews and social media
- Assist with the production and distribution of information leaflets, posters, reports and other promotional materials

**Other Duties:**

- Assist with the administrative requirements of further development of the communities.
- Support if needed with the recruitment and management of volunteers
- Undertake any other duties that may reasonably be expected to fulfill the role

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## 4 Person Specification

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<b>Knowledge &amp; Experience</b>	
Able to use Word, Excel and Outlook to a high level of competency	Essential
Familiar with Photoshop software packages	Desirable
Knowledge of the issues that lead to homelessness	Desirable
<b>Experience</b>	
Previous experience in a front-facing role	Essential
Proven experience in an administration role	Essential
Experience of data entry, data collation and extrapolation	Essential
<b>Skills</b>	
Excellent organisational skills with an eye for detail in order to successfully complete routine administration and mechanistic processes	Essential
Excellent interpersonal skills and telephone manner in order to interact, on a daily basis, with a wide range of stakeholders including potential residents, referrers, funders, professionals, media and more	Essential
High levels of accuracy when inputting data and using this data for reporting	Essential
<b>Approach</b>	
Methodical and conscientious	Essential
Can work well under pressure	Essential
Excellent communicator, both written and verbal	Essential
Ability to work in a busy environment	Essential
Able to work independently with a minimum of supervision	Essential
Respectful of confidentiality of personal matters pertaining to service users, volunteers and colleagues	Essential
<b>Qualifications</b>	
Highers and/or equivalent relevant qualifications	Essential

ECDL or equivalent IT experience	Essential
<b>Circumstances</b>	
Able to work flexible hours in line with the requirements of the Service	Essential

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## 5 Terms & Conditions

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<u>Employer:</u>	Cyrenians
<u>Accountability:</u>	Cyrenian Board of Trustees (via the Chief Executive of Cyrenians)
<u>Line Manager:</u>	Service Manager/Senior Key Worker
<u>Liaison with:</u>	Other Cyrenians staff
<u>Reporting:</u>	Report against work plan at regular support and supervision meetings
<u>Workplace:</u>	Edinburgh based, with some travel as required
<u>Working Hours:</u>	16 hours per week (part time)
<u>Annual Leave</u>	25 days plus 10 public holidays pro rata
<u>Salary:</u>	£18,843 - £20,657 per annum pro rata (SCP15 - 19). This equates to a pro-rata salary of £8,148 for a 16 hour week at SCP15.
<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

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## 6 Application deadline and Interview dates

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<u>Closing date:</u>	12 noon on Friday 14 <sup>th</sup> February 2020
<u>Interview date:</u>	Thursday 20 <sup>th</sup> February
<u>Second stage:</u>	TBC

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