

Job Description

Administrator

Scottish Centre for Conflict Resolution (SCCR)

This role is funded to the 31 March 2023

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 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.

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' Scottish Centre for Conflict Resolution (SCCR) is currently funded by the Scottish Government's Children, Young People & Families Early Intervention and ALEC Fund. SCCR is a national initiative and provides a range of training, events and innovative digital developments to support best practice in relation to mediation and the development of skills and techniques for managing conflict at home. The focus of the work across Scotland is with professional/practitioners, who work with families experiencing high levels of conflict and where there may be a risk of homelessness, young people and parents/carers.

Cyrenians' SCCR:

- Develops and offers a range of resources to better support young people, families and the people who work with them to deal with family conflict.
- Supports professionals and practitioners across Scotland to work with families experiencing significant conflict at home to improve relationships and lives.

- Develops and delivers training and events in conflict resolution and associated areas of interests that meets the needs of our users.
- Develops and delivers training that also increases professional skills, knowledge and understanding for those working with young people and families who are experiencing conflict.
- Works across all 32 Local Authorities in Scotland and engages with organisations to: promote models of best practice in mediation; increase awareness of skills and techniques for managing conflict at home; share learning and research findings from our national survey work.
- Continues to develop new and innovative digital resources that are freely available via the SCCR website.
- Disseminates information from the centre which will support and promote our activities, provide information/resources, and an on-line professional practice forum with moderated interactions for parents and teenagers.
- Raises the profile of the importance of our work through PR, press, media and campaigns.
- Develops digital campaigns based on an integrated communication strategy to raise awareness of the impact of conflict on families and communities and builds on Cyrenians' extensive knowledge and experience of delivering mediation, support services and conflict resolution to reduce youth homelessness.
- Ensures robust internal and external evaluation of our work.

2 Main Aim of the Role

The SCCR Administrator is the first point of contact for all enquiries to the SCCR and Cyrenians other Conflict Resolution Services. The role plays a vital part in ensuring the smooth day-to-day operation of the service, and ensuring that high standards of customer care are maintained.

In addition to this, the Administrator will support colleagues in a number of key areas including organising events, training, finance and funding applications and reporting, marketing and social media activities.

3 Tasks and Responsibilities

To provide administrative support including -

- Answering calls and enquiries and ensure efficient administrative and secretarial support
- General office administration as required; including emails, e-calendars and organising diaries and meetings, photocopying, filing, dealing with incoming and out-going mail
- Manage and ensure office systems and processes are operating efficiently and effectively
- Provide administrative assistance in all areas relating to developing and running the SCCR

- Provide administrative and secretarial support to the SCCR team in order to ensure the smooth running of the Centre’s work with other agencies, families and young people
- Assisting the Senior Network Development Manager with finance, funding applications and reporting
- Co-ordinating meetings and accurate minute taking and actions
- Invoice management and budget monitoring as advised by the manager
- Assist with the organisation and management of information databases
- Accurate data entry and processing to evaluation systems and Key Performance Indicators providing support and analysis to assist in the production of reports for stakeholders, advisory groups and funding bodies
- Ordering of supplies and the maintenance of service equipment and liaison with Organisations Administration Coordinator and external IT support team
- Assist with work involved in campaigns, media work, newsletters, website and social media
- Assist with the production, proof reading and distribution of information leaflets, posters, reports and other promotional materials
- Assist with the co-ordination of training, conference and seminar events and support the Event’s Organiser at events as required
- Provide support and guidance to volunteers that provide admin and data entry support.

Other Duties

- To adhere to all Cyrenians policies and procedures; in particular to adhere to and promote good practice regarding i) volunteers ii) confidentiality; iii) Health & Safety of self, colleagues, volunteers and service users; and iv) equality of opportunity
- To undertake any other duties that may reasonably be expected to fulfill the role.

4 Person Specification

Knowledge & Experience	
Able to use Word, Excel and Outlook to a high level of competency	Essential
Familiar with Photoshop / InDesign software packages	Desirable
Experience	
Previous experience of working in a busy office environment	Essential
Proven experience in an administration role	Essential
Previous experience of financial, budget and funding applications and compliance	Desirable
Skills	
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 people and organisations, including parents/carers and young people seeking advice and	

information on managing conflict and direct them to the appropriate member of staff	Essential
High levels of accuracy when inputting data and using this data for analysis, evidence and reporting	Essential
Approach	
Methodical and conscientious	Essential
Excellent communicator, both written and verbal, with a particular attention to detail	Essential
Ability to work in a busy environment	Essential
Able to work independently with minimum of supervision	Desirable
Respectful of confidentiality of personal matters pertaining to service users, volunteers and colleagues	Essential
Qualifications	
Highers and/or associated qualifications	Essential
Circumstances	
Able to work flexible hours in line with the requirements of the Service	Essential

4 Terms & Conditions

<u>Employer:</u>	Cyrenians
<u>Accountability:</u>	Cyrenians Board of Trustees (via the Chief Executive of the Cyrenians)
<u>Line Managers:</u>	Senior Network Development Manager & Events and Marketing Organiser
<u>Liaison with:</u>	Mediation & Support team colleagues, and wider Cyrenians' staff team.
<u>Reporting:</u>	Report against work plan and personal objectives at One to One Meetings
<u>Workplace:</u>	Edinburgh based, with travel as required
<u>Working Hours:</u>	37 hrs per week (full time) which may include very occasional evening and weekend work
<u>Salary:</u>	£18,843 - £20,657 per annum (scale point 15-19)
<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
<u>Contract:</u>	Permanent

5 Application deadline and Interview dates

Closing date: 27th January 2020 at 9am

Interview date: 4th February 2020

Second stage: TBC

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