

## Job Description

### Social Enterprise Coordinator

For over 50 years, Cyrenians (a Scottish Charitable Incorporated Organisation (SCIO), registered charity number SC011052) has served those on the edge; working with the homeless and those at risk 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.

#### **1. General**

In the current climate as we emerge from the Covid 19 pandemic, 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 over the next 5 years is to see our enterprises deliver an increasing contribution to central costs and to generate unrestricted reserves which benefit the whole organisation – our specific 5 year plan for enterprises is available to view should you require

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

and including **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.

- **Food Education programme**, offers a range of food related services including food hygiene courses, cooking courses and community cook clubs, which encourage healthy eating and 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.

We also operate a successful social business at **Arnotdale House**:

- This significant restoration project alongside Falkirk Council now sees Cyrenians run a substantial historic building with events spaces, café and presentation suite. There is also office space and our Falkirk services are based here and in the adjacent walled garden where they run expansive services in the community including outreach and justice services with a substantial employability arm which benefits from the significant computer suites in place at Arnotdale

The Social Enterprise Coordinator role will be officially based at our head office in Edinburgh, but will include working at enterprise project sites where necessary and remote working where appropriate and mutually agreed.

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 an important part in ensuring the smooth operation of Social Enterprises.

The post holder will provide support to the Director of Commercial and Trading Services and the Enterprise management team, ensuring that robust planning and reporting mechanisms are in place across all enterprises.

The post holder will line manage the project support team who provide general administration including: maintenance of databases, internal and external communication and report creation.

The role will demand a degree of flexibility of responsibility with certain relevant tasks being added/alterd to meet enterprise delivery changes and staffing

fluctuations.

### **3. Tasks and Responsibilities**

Manage the project support team to deliver against operational plans and ensure smooth running of each enterprise.

- Manage staff within the relevant HR policies and procedures of the charity.
- Ensure that all staff have the skills and learning opportunities to be highly effective in their roles.
- Participate in learning and training where appropriate.
- Managing volunteers where needed, ensuring the organisation's strong welfare focus for staff and volunteers.

#### **Liaising with the Finance team including:**

- Initial involvement in the creation of a new reporting structure for the Commercial Leg of which Enterprise is a key part.
- Collating of reports for presentation to Board of Trustees and as required by external funders.
- Familiarisation with the monthly management accounts for enterprise and the requisite funding risk registers for enterprise (blue bar chart).

#### **Preparation and reporting**

Responsible for reporting and for general project support, including:

- In conjunction with each Enterprise Manager, collect and collate data to produce monthly KPI reports for each enterprise. Use this data to create an overall 'dashboard' style report for the Commercial Director.
- Collect and collate data that evidences the impact of Social Enterprises, for reporting (such as volunteering hours given and organisational reporting – measuring and valuing data)
- Prepare reports for existing funders.
- Overseeing database use - including e-Tapestry (as a super-user) and Lamplight - and being a support to Commercial Director in the upkeep of and reporting from these databases
- Assist Commercial Director in upkeeping Enterprise Manager weekly catch ups and the requisite reporting of these. Assisting in effective management of Enterprise Managers including scheduling one 2 ones and Annual Learning Reviews

#### **Additional**

- Current administration of CEC contract with Food Education Enterprise and also the administration of the Real farming Trust contract with Food Education Enterprise – others as appropriate
- Management of Virtual Community Kitchen projects as needed
- 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.
- Attend internal and external operational meetings and events as deemed relevant by the Director of Commercial.

#### **4. Personal Specification**

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| <p><b>Knowledge</b><br/> Able to use Word, Excel and Outlook to a competent level.<br/> Able to routinely update spreadsheets and databases in order to gather data for monthly reporting and statistical purposes.<br/> Knowledge of CRM systems.</p>   | <p>Essential<br/><br/>Essential<br/>Desirable</p>  |
| <p><b>Experience</b><br/> Previous experience of working in administration or project management within a multi-faceted/multiple service environment.<br/> Line management of staff and/or volunteers.<br/> Previous experience of project administration.<br/> Experience of working across diverse projects with excellent time management skills.<br/> Diary management of colleagues and services/projects.</p>  | <p>Essential<br/><br/>Desirable<br/>Essential<br/><br/>Essential<br/>Essential</p>   |
| <p><b>Skills</b><br/> Excellent organisational skills, ability to prioritise, and an eye for detail.<br/> Accuracy and diligence.<br/> Excellent interpersonal skills and manner in order to interact successfully on a daily basis with staff, volunteers, clients, stakeholders and colleagues.<br/> Ability to manage and review systems and reporting to increase efficiency –and to create new ones.<br/> Ability to train others in core office disciplines.<br/> Methodical and conscientious with a “can do” attitude.<br/> Able to work independently with a minimum of supervision and a good team player.<br/> Able to think creatively and work to deadlines calmly.<br/> Respects confidentiality of personal matters pertaining to service users, volunteers and colleagues.</p> | <p>Essential<br/>Essential<br/><br/>Essential<br/><br/>Essential<br/>Essential<br/>Essential<br/><br/>Essential<br/>Essential<br/><br/>Essential</p> |
| <p><b>Qualifications</b><br/> Relevant experience with databases and proven experience of proficiency.</p>   | <p>Essential</p>   |
| <p><b>Circumstances</b><br/> Able to work flexible hours in line with the requirements of the organisation.</p>  | <p>Essential</p>   |

## **5. Terms & Conditions**

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| <b>Employer:</b>        | Cyrenians  |
| <b>Accountability:</b>  | Cyrenian Board of Trustees (via the Chief Executive of Cyrenians)  |
| <b>Line Manager:</b>    | Director or Commercial and Trading, or designate Senior Manager  |
| <b>Reporting:</b>       | Report against work plan at regular support and supervision meetings   |
| <b>Liaison with:</b>    | Enterprise managers, staff and volunteers; Other Cyrenians staff; external stakeholders  |
| <b>Workplace:</b>       | Edinburgh-based (Norton Park) with occasional travel to Enterprises (currently: Jane Street, Leith; Cyrenians Farm, Kirknewton; and Falkirk). Working from home as/when appropriate and agreed.  |
| <b>Working Hours:</b>   | Part time: 22 hours per week   |
| <b>Annual Leave:</b>    | 25 days plus 10 public holidays (pro rata)   |
| <b>Salary:</b>          | £24,813 – £27,260 per annum pro rata (scale points 25-28)<br>Starting salary will be SCP25 - this equates to a pro rata salary of £14,753 for a 22 hour week   |
| <b>Pension:</b>         | 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%) |
| <b>Driving licence:</b> | Desirable  |
| <b>PVG :</b>            | Not required   |

## **6. Application and deadlines**

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| Closing date:   | 12 noon on Monday 12 <sup>th</sup> April 2021 |
| Interview date: | week beginning 19 <sup>th</sup> April         |
| Second stage:   | TBC   |

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 relevant skills.