

JOB DESCRIPTION

LGBT Charter Administrator

Closing Date:	Monday 31 st May (4pm)
Interview date:	Thursday 10 th June (digitally)
Contract Details:	<p>Contract: Part-time, 16 hrs per week Duration: Fixed-term 6-month contract Salary: £19,288 per annum (pro rata) Location: Glasgow (currently working from home due to COVID-19 restrictions)</p> <p><i>Supported by the City of Edinburgh Council</i></p>



April 2021

Dear Applicant,

Thank you for your interest in working for LGBT Youth Scotland.

Who we are:

We are Scotland's national charity for LGBTI young people providing spaces for lesbian, gay, bisexual, transgender and intersex young people age 13 to 25 to explore who they are in a safe and affirming way; to unlock their potential helping them feel confident, resilient and optimistic for the future.

Our vision is to make Scotland the best place to grow up for LGBTI young people. For the last 30 years we have played a leading role in the provision of quality youth work to LGBTI young people that promotes their health and wellbeing, and are a valued and influential partner in LGBTI equality and human rights.

To enable us to deliver our work we have a team of around 45 staff supported by over 100 volunteers based across the country. To find out more, please visit our website at www.lgbtyouth.org.uk where you can view the many aspects of our work.

You can also download a copy of our most recent strategy here:

<https://www.lgbtyouth.org.uk/media/2312/lgbtys-strategy-refresh-2020.pdf>

How we work:

LGBT Youth Scotland is focused on being led by young people while supporting them to develop in a safe and supported environment. We achieve this through our excellent team of staff and volunteers who all make a significant difference in young people's lives. It is our passion and drive to support young LGBTI people across Scotland that defines us as a team and underpins all we do.

We believe that supporting our staff and volunteers to be healthy, safe and happy in their roles is essential to delivering high quality services. We invest in our team so we can be the best we can be and to better support the young people we engage with across Scotland.

Our values are also important to us. We are committed:

- To promote equality and human rights
- To take a community learning and development (CLD) approach
- To be reflective, accountable and ensure quality in what we do
- To be innovative and fun

We work to ensure that our services are accessible and young people's experience and outcomes are positive and that there is an inclusive working environment for all staff and volunteers.



Equality Statement

LGBT Youth Scotland embraces and celebrates diversity and equal opportunity for all. We are committed to building a diverse and inclusive team which leads to better discussion, decision making and impact. We want to hire the right candidate for each role and are committed to promoting the human rights and dignity of each human being, including equality of opportunity inclusive of sexual orientation, gender or transgender identity, race, age, disability, religion or belief and socio-economic status. We work to ensure that our services are accessible and that there is an inclusive working environment for all staff and volunteers. We support flexible working arrangements and adjustments where needed.

Your New Role:

As the LGBT Charter Administrator, you will play an important part in helping us deliver the LGBT Charter programme that is changing the face of inclusive education in schools and organisations across Scotland. We are looking for an individual who can provide high quality administrative and operational support with strong organisational and communication skills. As the LGBT Charter programme grows your will help support our team and client base by ensuring that we are growing the LGBT Charter sustainably and with impact.

Your employment will be confirmed after successful interview and any necessary checks including references and your right to work in the UK. If you feel you have the relevant experience and can meet the essential criteria in the job role, we would love to hear from you. We always welcome applications that clearly demonstrate the skills and criteria we need, whether that be in a professional or volunteer capacity. We also appreciate that the best person for the job might not have all the essential and desirable criteria, so if you are unsure whether your skills and experience fit the specification, please contact beth.goodyear@lgbtyouth.org.uk for an informal conversation prior to applying.

We look forward to receiving your application.

Mhairi Crawford
Chief Executive



Terms and Conditions

- **Job Title:** LGBT Charter Administrator
- **Pay:** £19,288 per annum (pro-rata)
- **Duration:** Fixed term contract - 6-month duration
- **Location:** Based in Glasgow (currently working from home due to COVID-19 restrictions)
- **Hours:** 16 hrs per week
- **Leave:** 35 days per annum inclusive of 10 days over Christmas and New Year (pro rata for part-time staff)
- **Probation:** 3-month probation period
- **Pension:** Opportunity to opt-in to TPT Solutions Flexible Retirement Plan
- **Benefits:** Enhanced sickness, maternity, paternity, and adoption policies. Flexible and agile working options.

How to apply:

Visit <http://www.lgbtyouth.org.uk/jobs/vacancies> and fill in the online application form for your chosen job. If you want to help us make LGBT Youth Scotland a more diverse organisation then please also fill in the equal opportunities monitoring form which is kept separately from your application form and is not used as part of the short-listing process.

Please e-mail helpdesk@lgbtyouth.org.uk if you need the application form in an alternative format including large print. Shortlisted candidates will be invited for an interview held digitally.

For more information or guidance on this position contact: beth.goodyear@lgbtyouth.org.uk



ROLE PROFILE

Role Title: LGBT Charter Administrator	Team: National Programmes Location: Based in Glasgow (currently working from home due to COVID-19 restrictions)
Pay: £19,288 per annum (pro rata) Hours: Part-time 16 hours per week	Reports to: Programmes Manager Agreed by: Cara Spence (Head of Programmes) Date: April 2021
Core Purpose of the Role: <ul style="list-style-type: none">• To provide effective administration support to the LGBT Charter Programme• To liaise with key staff in the National Programmes Team, LGBT Charter Managers and LGBT Charter clients, always providing a professional and efficient level of service	

Principal Responsibilities:

- Respond to LGBT Charter enquiries, ensuring prospective and current LGBT clients have a smooth process throughout the programme
- Manage and maintain online training participants through the Moodle platform and handle all learner enquiries
- Process all LGBT Charter bookings including signing up new clients and overseeing the training calendar
- Utilise spreadsheets and relevant online platforms to maintain LGBT Charter processes and bookings
- Play a key role in maintaining and updating the LGBT Charter Hub
- Work independently on tasks set by the team and work collaboratively to support the LGBT Charter team develop ideas and solve problems
- Carry out such other duties as agreed with the organisation

Responsible Standards:

- To work in line with the values and standards of the charity
- To adhere to organisational policies within all aspect of practice



CANDIDATE SPECIFICATION

	Essential	Desirable
Education & Qualification	<ul style="list-style-type: none"> Qualification(s) in subject(s) relevant to the role or demonstrable experience in an administrative role 	<ul style="list-style-type: none"> A business-related national vocational qualification (NVQ) National Certificates (NC) or National Qualifications (NQ) A Higher National Certificate (HNC) & Higher National Diploma (HND) or degree of any kind
Demonstrable Experience, Knowledge and Expertise	<ul style="list-style-type: none"> Experience of working with a range of online tools and platforms Knowledge of information technology and an ability to learn quickly Experience of working in a team and able to use own initiative Proficient in the use of Teams and Microsoft Office applications, with good keyboard skills Excellent oral and written communication skills and telephone manner Excellent organisational skills with a keen eye for detail and the ability to prioritise workload 	<ul style="list-style-type: none"> Experience in an administrative role Experience of using Moodle, Donorfy, Microsoft SharePoint or other learning platforms and CRMs Knowledge of equalities issues and the issues affecting LGBTI young people
Critical Personal Attributes		
Delivering results	<ul style="list-style-type: none"> Highly organised with a commitment to effective planning, delivery, and monitoring of work Flexibility in approach and delivery of work 	
Personal effectiveness	<ul style="list-style-type: none"> Ability to confidently communicate with others to convey key messages Ability to adapt to change, solve problems and take on new challenges A team worker who can engage and work with colleagues across the charity 	
Person centred	<ul style="list-style-type: none"> Confident dealing with external stakeholders and clients 	
Initiative	<ul style="list-style-type: none"> Proactive in working towards programme development and improvement Ability to think outside the box and come up with new ideas for improvement and streamlined systems 	