

## Job Description

# Administrator Addiewell Prison Visitors' Centre

For over 50 years, Cyrenians (a Scottish Charitable Incorporated Organisation (SCIO), registered charity number SC011052) has tackled the causes and consequences of homelessness. We understand that there are many routes into homelessness, and that there is no 'one size fits all' approach to supporting people towards more positive and stable futures. That's why all our work is values-led and relationships-based.

We meet people where they are, and support them towards where they want to be.

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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Since 2017 Cyrenians has been running the Visitors' Centre at HMP Addiewell, we are committed to supporting families affected by imprisonment. Our centre is open during prison visiting times and staffed by paid staff and volunteers. At present we are operating a remote support service but hope to return to face-to-face work soon.

Both Cyrenians and the prison recognise the vital importance of maintaining and supporting positive family relationships. We know that children and families can be hugely motivating factors for prisoners and can strongly influence positive behavioural change and improve offender outcomes. We also understand that prison visits can be very stressful for visitors who are likely to be facing their own emotional, financial and practical difficulties as a result of their family member's imprisonment.

Visitor Centre staff are committed to working with families, community and voluntary sector partners in order to maintain meaningful contact between prisoners and their families throughout the period of imprisonment.

We provide advice and information about the prison and how it works. We offer a safe space, a listening ear, and activities for children. We also engage in health promotion activities and work in partnership with NHS Lothian.

We work closely with other community organisations in West Lothian and Lanarkshire

We run a Visitor Forum every 6 –8 weeks, which gives visitors a chance to give feedback and tell prison staff about their visiting experience, which will hopefully improve the experience for everyone else.

This role is an integral part of the Visitor Centre service and supports the whole staff and volunteer team.

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## **2 Tasks and Responsibilities**

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### **Key tasks, duties & responsibilities - specific**

- Service administration as required; including photocopying, filing, scanning, dealing with incoming/outgoing mail.
- Maintain a database of relevant external support organisations, assist colleagues with the design and dissemination of materials (e.g. posters, leaflets, newsletters social media posts, etc) to promote the service and specific family events.
- Assist colleagues with the collection and collation of feedback from visitors
- Accurately gather and input required data for Cyrenians' quantitative and qualitative monitoring and evaluation reporting systems, databases and Microsoft packages.
- Co-ordinate relevant internal and external meeting arrangements; booking venues, distribution of agendas, minute taking, etc
- Order and maintain centre supplies and equipment liaising with Head Office and external IT support team as required.
- Assist colleagues to create an annual calendar of family events, including liaison with the prison, co-ordination and promotion of events
- Assist Service Manager to gather data required for existing funders and service development proposals.
- To keep rota up to date and arrange holiday cover as required.

## Key tasks, duties & responsibilities – General

- Adhere to all Cyrenians’ organisational policies and work within the aims and objectives of the charity.
- Attend relevant and appropriate training courses.
- Attend and participate in staff meetings and wider Cyrenians’ events as required.

All staff are expected to undertake any other reasonable duties as required. Additional duties will be to cover unforeseen circumstances/changes in work and will usually be compatible with regular type of work. If an additional task or responsibility becomes a regular/frequent part of the job, it will be included in the job description in consultation with the post holder.

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## 3 Person Specification

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### Skills, knowledge and experience

Computer literate and highly competent in the use of Microsoft Office programmes (such as Excel and Word), including experience of creating spreadsheets.	Essential
Ability to produce accurate and well-presented work, with excellent attention to detail	Essential
At least 2 years’ experience of similar administrative support work	Essential
Excellent interpersonal skills	Essential
Experience of preparing funding applications	Desirable
Experience of working across sectors	Desirable
Excellent organisational skills and the ability to manage multiple tasks	Essential
Ability to work independently with minimum supervision	Essential

### Qualifications

European Driving Licence for computers or equivalent	Desirable
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### Values and attributes

Adaptable	Essential
Honest, punctual, reliable and trustworthy	Essential
Positive thinker and creative problem solver	Essential
Calm and able to respond quickly to emerging situations	Essential
Patient and respectful of all people, whatever their background or presenting behaviour	Essential
Ability to manage a varied workload, and prioritise to meet competing deadlines	Essential
Ability to maintain high standards of confidentiality	Essential

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## 4 Terms & Conditions

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<u>Employer:</u>	Cyrenians
<u>Accountability:</u>	Cyrenians Board of Trustees (via the Chief Executive of Cyrenians)
<u>Line Manager:</u>	Addiewell Visitors' Centre Manager
<u>Liaison with:</u>	Head of Services
<u>Workplace:</u>	HMP Addiewell
<u>Working Hours:</u>	6 hours per week to be worked flexibly.
<u>Annual Leave</u>	25 days plus 10 public holidays (pro rata)
<u>Salary:</u>	£19,509 - £21,386 per annum (scale points 15 to 19). This equates to a pro-rata salary of £3,163 for a 6-hour week at SCP 15.
<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>	PVG scheme membership required
<u>Duration:</u>	Initially 1 year dependant on continuation of funding.

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## 6 Application deadline and Interview dates

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<u>Closing Date:</u>	9 <sup>th</sup> August
<u>Interview Date:</u>	16 <sup>th</sup> August
<u>Stage 2 date:</u>	TBC

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