Dear Applicant,

**Job Application Pack for** **Digital Learning & Administrative Assistant, JRS Knowhow (Full-Time, Fixed Term June 2022)**

Thank you for your interest in applying for the Digital Learning & Admin Assistant role at our brand-new social enterprise, [JRS Knowhow](https://jrsknowhow.org).

Our vision is a Scotland where people understand their rights and how to protect them, and organisations understand their legal duties to promote equality and identify how to work towards a fairer, more equal and inclusive society. We aim to make training and learning accessible, inclusive, engaging and fun. We do this by working with change motivated clients across Scotland to deliver training and learning, evaluation and research and bespoke consultancy services.

We are growing our team by employing a Digital Learning & Admin Assistant to support our newly launched social enterprise to develop our systems and services, to enable us to reach new partners and clients.

All profits from JRS Knowhow are donated to JRS to help us further our charitable mission, meaning that your work will also make a real difference to the people we support.

This job application pack contains the following information:

* About JustRight Scotland
* About JRS Knowhow
* Job Description
* Person Specification
* Application Form
* Equality and Diversity Monitoring Form

**The closing date for applications is Friday 24th September 2021.**

**Interviews will take place during week commencing 4th October 2021 online, via Zoom.**

**Please email completed applications to Jenny Cook** [**recruitment@justrightscotland.org.uk**](mailto:recruitment@justrightscotland.org.uk)**with the header PRIVATE AND CONFIDENTIAL.**

If you require to receive this information in a different format, or have any other questions about applying, please contact Jenny on 0141 406 5350.

Yours sincerely

**Jen Ang**  
**Director, JRS Knowhow**

**JustRight Scotland**

JustRight Scotland (JRS) is Scotland’s legal centre for justice and human rights. We use the law to defend and extend people’s rights.

We believe in inclusion and social justice collaboration, which means that all our projects work in areas in which gaps in access to justice lead to discrimination and disadvantage.  We aim to tackle those issues by sharing resources, and working with non-lawyers, to explore models for providing expert legal advice and information, efficiently and effectively.

We do this by providing legal services directly to individuals as well as working to improve outcomes for our clients by contributing to policy and research, and delivering training and outreach.  We aim to test new models for leveraging our legal expertise within these collaborations and sharing what we learn along the way.

We operate **four** **centres of legal excellence**:

1. Scottish Refugee and Migrant Centre;
2. Scottish Women’s Rights Centre;
3. Scottish Anti-Trafficking and Exploitation Centre, and;
4. Scottish Just Law Centre

We also have a policy, research, and training hub, JustRight for All, which supports our wider awareness raising, legal education and influencing work.

You can find further information about our vision, our values and our work at [www.justrightscotland.org.uk](http://www.justrightscotland.org.uk/)

**About JRS Knowhow**

**JRS Knowhow is our new social enterprise start-up helps people share great ideas and teaches important skills for good.**

Our vision is a Scotland where people understand their rights and how to protect them, and organisations understand their legal duties to promote equality and identify how to work towards a fairer, more equal and inclusive society. We aim to make training and learning accessible, inclusive, engaging and fun. We do this by working with change motivated clients across Scotland to deliver training and learning, evaluation and research and bespoke consultancy services.

Our team is led by our Director and our Digital Training & Learning Co-ordinator, who provide a range of services including:

1. Training & learning  
   We work collaboratively with clients to design, deliver or check training and learning experiences, whether they are virtual, hybrid or face-to-face.
2. Research and evaluation  
   We work with clients to scope a new training or learning idea, evidence success, or help to evaluate a training project, programme or approach.
3. Consultancy  
   We work strategically with clients to find the right training and learning solution, whether it is a tailored workshop, training the trainers or specialised project.

Our team is initially working in close collaboration with our lawyers at JRS, on a diverse range of human rights topics including: women’s rights, migrant’s rights, children’s rights and social welfare law.

As we develop our business model and expand our networks, we will move onto designing and delivering content for other individuals, teams and organisations, both in the charitable and in the private sectors.

**Job Description**

|  |  |
| --- | --- |
| **Job Title:** | Digital Learning & Administrative Assistant |
| **Reports to:** | Director |
| **Length of Contract:** | Full-Time  Fixed term contract to June 2022 when funding ends  Further funding will be sought |
| **Salary:** | £20,000 per annum  (8% employer pension contribution) |
| **Leave:** | 37.5 days (pro rata, inclusive of public holidays and flexible working) |
| **Location:** | Home Based & JRS Offices – Glasgow or Edinburgh with travel expected around Scotland |

**Job Purpose and Context**:

We are looking for someone with an interest in both digital and learning and development, who is keen to work for a value-driven organisation in the non-profit sector.

The successful candidate will work closely with our Director and our Digital Training & Learning Co-ordinator, to help us deliver our vision and mission to create accessible, inclusive, and engaging online learning experiences that will inspire participants and make learning fun.

We are particularly looking for someone with strong writing and IT skills, who is highly organised, dynamic and enjoys creative projects. A degree or relevant qualification is not a prerequisite for this role.

You will be organised and focused, with a track record of working well in small teams and building networks and successful collaborations with others. No two days will be the same, and this role will suit a flexible and resilient person who thrives in a wide range of settings and enjoys autonomy and tackling new challenges.

**Key Responsibilities:**

**Specific:**

**1. Lead on the administration of our learning and development services, ensuring an excellent experience for our learners, clients and partners**

* Work collaboratively with the Digital Training & Learning Co-ordinator to develop new online learning programmes and consultancy services, using external resources where necessary.
* Provide day-to-day administration of our Learning Management System (LMS) ensuring our learners receive a quality educational experience.
* Lead on the administration of our training service, co-ordinating training dates, registrations and attendee communications, assessments and certifications, and dealing with general enquiries.
* Support the Digital Training & Learning Co-ordinator with existing key accounts across our  range of consultancy services.
* Maintain the training schedule and training calendar ensuring they are always up to date and accurate.
* Provide technical support and onboarding for live training sessions held using a range of digital meeting software.

**2. Support our team to deliver our marketing and communications strategy**

* Support the JRS Knowhow team to deliver the marketing and communications strategy including writing social posts, news items, case studies, and researching target audiences for product launches.
* Lead on the administration of our website and gathering and reporting on monitoring data from our social media feeds.

**3. Provide administration support for our core operational and governance processes**

* Support the JRS Knowhow team by receiving and responding to enquiries by telephone, email, our website and social media channels
* Support with data entry and updating our CRM systems, and organising digital filing and archiving of key documentation, including financial and contractual documents and training and monitoring materials.
* Schedule and co-ordinate attendance for monthly and quarterly meetings of our Board of Directors and Advisory Board.
* Produce monthly monitoring, operational and financial reports for the JRS Knowhow team.

1. **Other necessary tasks**

* To undertake other tasks reasonably necessary to contribute to the development, operational management and sustainability of JRS and JRS Knowhow in the pursuit of their strategic goals

**General:**

* To work independently but also collaboratively with other members of the JRS and JRS Knowhow team and our other collaboration partners
* To prioritise work effectively and ensure that work is completed professionally and to high standards
* To ensure that an inclusive, human rights-based approach lies at the core of how work is conducted, and to represent the organisation publicly in the spirit of JRS and JRS Knowhow values of  *expert, inclusive, strategic and trustworthy*
* To conduct all work in line with JRS and JRS Knowhow policies and procedures, including our Equalities and Diversity Policy

**Person Specification**

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| --- | --- | --- | --- |
|  |  | **Essential** | **Desirable** |
| **Knowledge &**  **Qualifications** | Experience of working with multiple priorities in an office environment |  | X |
|  | Experience in supporting, volunteering or working in a social enterprise or the charitable sector. |  | X |
| **Skills and Experience** | Excellent standard of IT skills. | X |  |
|  | Experience in supporting online learning experiences whether live workshops or online courses. |  | X |
|  | Experience in administering a Learning Management System or similar platform. |  | X |
|  | Experience in administering or uploading content to a website or a multi-platform social media strategy. |  | X |
|  | Highly motivated and organised, with proven ability to rise to the challenge of managing multiple projects and meeting deadlines | X |  |
|  | High standard of communication including written, verbal, listening skills. | X |  |
|  | Ability to work accurately with excellent attention to detail. | X |  |
|  | Passionate about working collaboratively to achieve better outcomes, with evidence strong interpersonal skills and a proven ability to build positive working relationships | X |  |
|  | Ability to work in a small team in a co-operative, flexible and supportive manner | X |  |
| **Qualities** | A commitment to promoting human rights and social justice for all people in Scotland. | X |  |
|  | A commitment to promoting equal opportunities and building a more accessible and inclusive environment | X |  |

**Application Form**

Please read this application form and the application pack carefully before you start to complete this form.  Please complete each section, demonstrating how your skills, knowledge and experience meet the person specification for the post.  You may find it helpful to illustrate with examples from your previous professional or voluntary work, or studies. Do not include a separate CV or other background material, as we will only use the information in this form when deciding whether to shortlist applicants.

**Please email completed applications to Jenny Cook at**[**recruitment@justrightscotland.org.uk**](mailto:recruitment@justrightscotland.org.uk)**with the header PRIVATE AND CONFIDENTIAL.**

**The closing date for applications is midnight on Friday 24th September 2021.**

**Interviews will take place during week commencing 4th October 2021 online, via Zoom.**

**CONTACT DETAILS**

**Name** 

**Address**

**Postcode**  

**Email address**

**Phone numbers (Day)** **(Evening)**

I understand that JRS and JRS Knowhow will hold the information I have given in this form, solely for purposes of considering my application, and as part of my contract record, if successful.  I consent to this and understand that I can ask JRS and JRS Knowhow to produce for me, or delete this information at any time, on my request.

I confirm that to the best of my knowledge the information given in this application is correct, that I am lawfully able to undertake this work, and that any information given can be treated as part of any subsequent contract.

Signed:   Date:

**EDUCATION AND TRAINING** 

Please list any education and training courses undertaken that are relevant to the post.

|  |  |  |
| --- | --- | --- |
| **Dates** | **School/College/Other** | **Course/Qualifications** |
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| --- | --- |
| **Date** | **Training (Training Providers)** |
|  |  |
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**WORK EXPERIENCE**

Please list all your work experience, both paid and unpaid, since leaving full time education. Start with your current or most recent employment and list the remainder in reverse order.   If you have been self-employed as a consultant, you are welcome to provide a portfolio of your work, highlighting key projects you have delivered or organisations you have worked with.

|  |  |  |
| --- | --- | --- |
| **Dates** | **Name/Address of Employer** | **Post or Activity & Main Duties/Responsibilities** |
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**INFORMATION IN SUPPORT OF YOUR APPLICATION** 

In this section,**we would like you to demonstrate how you meet the requirement for this role**.

Please outline the reasons why you are interested in this position and demonstrate that you meet the person specification by giving specific examples which show that you have the necessary skills, knowledge and experience for the role.

Please attach additional pages if necessary, but  **do not exceed** **750 words**in answering this question.

In this section,**we would like you answer the following question (600 word limit):**

Our working environment has changed dramatically since March 2020 due to the Covid-19 pandemic, with the majority of UK employees now working remotely or in hybrid patterns of work. Businesses have had a turbulent year, and we now anticipate the onset of a recession, which may be exacerbated by the continuing impact of Brexit, with some industries in the verge of collapse, and others thriving in the new environment.

What are the key risks, challenges, and opportunities that you see in successfully fulfilling the key administrative, logistical and core operational tasks within the Digital Learning & Admin Assistant job description in the current climate? What would you prioritise in order to help the team make a success of this business?

Please attach additional pages if necessary, but **do not exceed 600 words**in answering this question.

**REFEREES**

Please give the names, addresses, telephone numbers and email addresses of two referees. One of these should be your current or most recent employer. If you are shortlisted for the post, we may contact one of your referees before your interview. You may indicate that you would prefer us not to contact one particular referee at this stage.

**First Referee**

|  |  |
| --- | --- |
| Name |  |
| Title or Position |  |
| Organisation |  |
| Address |  |
| Telephone number |  |
| Email address |  |
| In what capacity is this person known to you? |  |

**Second Referee**

|  |  |
| --- | --- |
| Name |  |
| Title or Position |  |
| Organisation |  |
| Address |  |
| Telephone number |  |
| Email address |  |
| In what capacity is this person known to you? |  |

**Equality and Diversity Monitoring Form**

JustRight Scotland values equality of opportunity and supports diversity.  Please help us monitor our effectiveness as an organisation committed to equal opportunities by completing this form.  **Please note that filling in this form is voluntary, and not required as part of the application process.**This form will be separated from your application form and will only be used for this monitoring purpose.

|  |  |
| --- | --- |
| ***If completing this electronically, double click the tick box and select “checked”*** | |
| **What is your gender?**    **(e.g. male / female / non-binary / prefer not to say/prefer to self-describe)** |  |
| **Do you now or have you ever considered yourself to be a transgender person?** | **Yes**    **No**    **Prefer not to say** |
| **Are you married or in a civil partnership?** | **Yes**    **No**    **Prefer not to say** |
| **Age:** | **16-24                      25-29**    **30-34                      35-39**    **40-44                      45-49**    **50-54                      55-59**    **60-64                     65+**    **Prefer not to say** |

|  |  |
| --- | --- |
| **What is your ethnic origin?**    *(Ethnic origin is not about nationality, place of birth, or citizenship. It is about the ethnic group to which you perceive you belong. Please tick the appropriate box)* | ***White***    **English                Welsh**    **Scottish               Northern Irish**    **Irish                      British**    **Gypsy/Irish Traveller**    **Prefer not to say**    **Any other white background:**    **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**    ***Mixed/multiple ethnic groups***    **White & Black Caribbean**    **White & Black African**    **White & Asian**    **Prefer not to say**    **Any other white/multiple background:**    **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**    ***Asian/Asian British***    **Indian                    Pakistani**    **Bangladeshi         Chinese**    **Prefer not to say**    **Any other Asian/Asian British background:**    **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**      ***Black/African/Caribbean/Black British***    **African                    Caribbean**    **Prefer not to say**    **Any other Black/African/Caribbean/Black British background:**    **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**    ***Other ethnic group***    **Arab**    **Prefer not to say**    **Any other ethnic group:** |
| **Do you consider yourself to have a disability or health condition?**      **What is the effect or impact of your disability or health condition on your ability to give your best at work?**    *(The information in this form is for monitoring purposes only. If you believe you need a ‘reasonable adjustment’, then please discuss this with the JRS staff member responsible for this recruitment)* | **Yes                        No**    **Prefer not to say**    **Please write in here:** |
| **What is your sexual orientation?** | **Heterosexual**    **Gay Woman/Lesbian**    **Gay Man                Bisexual**    **Prefer not to say**    **If you prefer to use your own term, please specify here:** |
| **What is your religion or belief?** | **No religion/belief   Buddhist**    **Christian                   Hindu**    **Jewish                       Muslim**    **Sikh                   Prefer not to say**    **Other religion or belief:** |
| **Do you have caring responsibilities?**    *(Tick all that apply)* | **None**    **Primary carer of a child/children (under 18)**    **Primary carer of disabled child/children**    **Primary carer of disabled adult (18 and over)**    **Primary carer of older person**    **Secondary carer (another person carries out the main caring role)**    **Prefer not to say** |
| **Did either of your parents (or carers) have a university education?** | **Yes (at least one parent / carer)**    **No (no parents / carers)**    **Prefer not to say** |