

Job Description

People Services Administrator Finance and Corporate Services

This is a new role.

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.

1 General

This post sits in the Cyrenians People function, within Finance and Corporate Services.

The key focus of this role is to support the provision of HR, learning and development and volunteering across the organisation. It provides advice and practical support on People systems and processes to support individuals, teams and the wider organisation in delivering their aims and objectives.

The post also has a particular focus on volunteering, and leads the coordination and support of volunteer services for the organisation.

The post holder will, with the direction and support of the People Manager, carry out all tasks and responsibilities of the post as detailed below in a legally compliant and professional manner, and in line with our values.

2 Tasks and Responsibilities

Business support

- Respond to initial queries in People and Corporate services inboxes, including the main Cyrenians email, confidentially and in line with our Cyrenians values. Seek support where required, escalating issues timeously and appropriately.
- Review and frequently identify opportunities to improve administration systems and practice.
- Provide administrative support to the People function, including processing invoices and payments, minute taking and calendar management.
- Provide ad hoc administrative support to the corporate services compliance team as capacity allows, including stationery orders, organizing meetings, and general facilities support.

Recruitment and induction

- Support the recruitment and induction process, including processing and responding to applications, and updating the Cyrenians website.
- Provide a positive recruitment and induction process for applicants, through welcoming, clear and efficient communication.
- Support the planning of interviews by assisting with diary management, room bookings and technical requirements.

Engagement

- Communicate with staff and volunteers consistently, efficiently and in line with Cyrenians values, including developing automated and template responses.
- Contribute to the design, communication and data processing of the staff and volunteer engagement surveys.
- Collate news from the People function to feed into internal communications, such as the weekly staff update.

Technology, data and metrics

- Assist with the development of HR systems, by recording issues as they arise and proactively making suggestions for its improvement.
- Assist in updating staff records, including new users and timesheets.
- Process records in an efficient, compliant and confidential manner.
- Produce reports for People data, including equal opportunities.

Learning and development

- Provide admin support to the Cyrenians central learning programme, including booking venues and related logistics.
- Administer the central booking system, supporting staff in accessing this and resolving issues.
- Process evaluation feedback, identifying, and resolving or escalating, issues raised.

3 Person Specification

Knowledge, skills and experience	
Excellent organisational skills and able to prioritise a busy, varied workload effectively.	Essential
Strong IT skills including MS Office, HR systems, reporting and videoconferencing.	Essential

Strong communication and customer service skills.	Essential
Experience in providing administrative support to projects or services.	Essential
Understands the importance of environmental impact.	Essential
Experience in coordinating training or events.	Desirable
Experience working within the third sector.	Desirable
Values & attributes	
Works in a way consistent with Cyrenians values..	Essential
Approachable, professional attitude and practice.	Essential
Excellent level of attention to detail.	Essential
Ability to maintain confidentiality.	Essential
Patient and respectful of all people, whatever their background or presenting behaviour.	Essential
Appreciation for impact of Cyrenians work and desire to contribute to this.	Essential

4 Terms & Conditions

<u>Employer:</u>	Cyrenians
<u>Accountability:</u>	Cyrenians Board of Trustees (via the Chief Executive of Cyrenians)
<u>Line Manager:</u>	People Manager
<u>Reporting:</u>	Report against work plan at regular support and supervision meetings.
<u>Workplace:</u>	Cyrenians head office in Edinburgh (potential for some home working, depending on government guidance during the ongoing pandemic)
<u>Working Hours:</u>	37 hours per week
<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).
<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

5 Application deadline and Interview dates

<u>Closing date:</u>	12:00 noon on Monday 22 nd November 2021
<u>Interview date:</u>	Tuesday 30 th November
<u>Stage 2 date:</u>	TBC

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

Further information can be found at www.cyrenians.scot