



SU Scotland
Lendrick Muir

Administrative Assistant

Information Pack
2022

**Are you passionate about God? Do you love to serve through practical administrative tasks?
If so, consider joining the Lendrick Muir Team!**



Our vision is to see all the children and young people of Scotland exploring the Bible and responding to the significance of Jesus.



SU Scotland

Scottish Charity no. SC011222

Scripture Union Scotland is part of the worldwide family of Scripture Union movements that began in the nineteenth century and now operate in over 130 countries across the world.

We are a Christian charity working in partnership with local churches and other sympathetic organisations. More than 2,000 volunteers are involved in helping to run our activities, together with around 100 staff and associate workers.

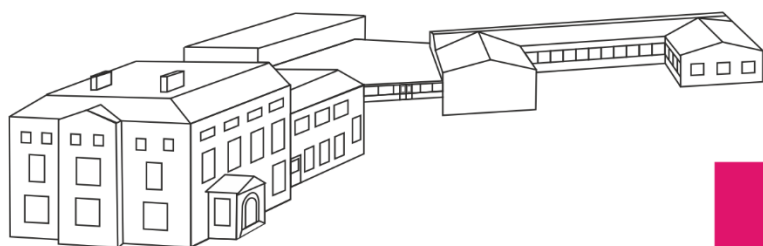


Lendrick Muir

Back in 1998 SU Scotland was given a generous donation to enable us to buy and develop an outdoor residential activity centre. The idea was to create a base that would be just right for running our own SU Holidays, but also to provide an opportunity to expand and develop in all sorts of other ways too.

Lendrick Muir, SU Scotland's largest Christian residential activity centre, opened its doors in 1999 and since then has welcomed thousands of children, young people and adults to enjoy a residential experience like no other. The Centre is continuously expanding what it has to offer both in terms of activities and facilities.

Lendrick Muir has 165 beds and is set within a beautiful 120 acre estate. School holiday times are fully booked with SU Holidays, while weekends see a range of youth, student and adult groups enjoying the facilities. During term-time, the Centre offers residential activity breaks to visiting school groups as well as conference and meeting facilities for external groups and SU staff.



Job Title: Administrative Assistant

Contract Term: Part-time/1 year, fixed-term with a view to extension

Purpose: As part of the staff team at Lendrick Muir, to further the ministry of Scripture Union Scotland

Salary: £18,525.00 pro rata/22.5 hours (3 days) per week

Key Relationships: **External:** Group Leaders; Visitors to the Centre, Volunteers; Key Suppliers; External Providers

Internal: LM Managers; HR; PA to CEO; National Ministries Staff

Could this be the job for me? Ask yourself...

- ☆ Do I feel **called to the ministry** of Lendrick Muir?
- ☆ Am I **passionate about serving God**, equipping the Lendrick Muir team with the information needed to serve children and young people?
- ☆ Would I **enjoy working hard** delivering the best possible customer experience to guest groups?
- ☆ Am I **willing and able** to work within and across teams aspiring to fulfil the vision of SU Scotland?

What's involved? Tasks & Responsibilities

Department Responsibilities

1. **To be responsible for the administration of non-school residentials and activity days.**
 - ☆ Acting as the first point of contact for guests, answering the telephone and responding to e-mails, relaying messages as appropriate.
 - ☆ Liaising with non school groups and preparing for their visit including:
 - Ensuring booking paperwork is completed such as signed booking agreement.
 - ☆ Preparing practically for residentials including:
 - Collecting information such as dietary and medical needs and bedroom allocations.
 - Assembling activity programmes by coordinating with the guests and activities team.
 - Creating signage within the building.
 - Producing sign-up sheets before guests arrive.
 - Generating information boards for staff hosting events to ensure all information is relayed.

What's involved? Tasks & Responsibilities

Department Responsibilities **Continued**

- ☆ Organising post visit follow up information after their residential experience including collating feedback to team leader into Microsoft forms.
- ☆ Fostering and developing relationships with customers both within and out with of the organisation understanding their individual needs. Requiring having a good understanding of all aspects of the services offered by the centre.
- ☆ Ensuring the bookings diary is kept up-to-date using the venue360 system
- ☆ Ensuring communication of booking information is relayed to appropriate staff.
- ☆ Attending and chairing weekly operations meetings.

2. To assist, where necessary, the administration of school residentials and activity days.

- ☆ Answering telephone and relaying messages as appropriate.
- ☆ Liaising with incoming schools and preparing for their visit including:
 - ensuring booking paperwork is completed such as signed booking agreement.
- ☆ Preparing practically for a school visit including:
 - performing practical tasks such as booking day trips.
 - collecting information such as dietary and medical needs and bedroom allocations.
 - assisting in collating programme choices.
- ☆ Preparing certificates etc.
 - preparing teachers handbooks.
- ☆ Organising post visit follow up information after their residential experience including:
 - collating feedback from staff into Microsoft forms.
 - preparing a group photograph and sending to schools.
- ☆ Ensuring the bookings diary is kept up-to-date using the venue360 system
- ☆ Other additional administrative tasks as required.

3. To assist with supervision of the Centre shop, including:

- ☆ Training staff to man the shop competently.
- ☆ Ensuring sufficient float in the shop till.
- ☆ Assisting with staffing for shop openings.

What's involved? Tasks & Responsibilities

Department Responsibilities

Continued

4. Other administrative responsibilities

- ☆ Assisting with distribution of uniform to new staff.
- ☆ Assisting with management of lost property.
- ☆ Performing general clerical duties including photocopying, mailing and filing.
- ☆ Maintaining and ordering stationery supplies.
- ☆ Ensuring visitors to the centre, including contractors, are signed in appropriately and relevant staff are informed.
- ☆ Assisting with special events.
- ☆ Assisting the Office Manager with petty cash and recording income and expenses appropriately.

Centre Responsibilities

5. To participate fully in the life and ministry of the Centre which will include:

- ☆ Modelling a Christian lifestyle and values by consistently demonstrating Christ-likeness in attitude towards others and behaviour at work.
- ☆ Demonstrating continual reliance on God through active participation / leadership of prayer and Bible teaching as required at Centre Staff daily prayer meetings and at fellowship meetings.
- ☆ Helping support other teams where needed e.g. house team on change over days, and catering team with food service.
- ☆ Hosting groups and being their first point of contact during their visit, this will involve weekend working.

6. Miscellaneous

- ☆ Ensuring the highest standards of service, through compliance with statutory requirements and company policies across all areas of responsibility
- ☆ Continuing to grow with training both personally and professionally to provide enhanced professional value and expertise.
- ☆ Flexibility in assisting other staff and volunteers where necessary. May sometimes include duties different from and additional to those mentioned above, as may be determined by the Business Manager.
- ☆ The above list is intended to give an indication of the range of duties for the role. Other tasks/responsibilities, appropriate to the remit, will be expected

Other Duties

In common with all Scripture Union Scotland staff members:

- ☆ Further the aims and activities of Scripture Union Scotland
- ☆ Undertaking professional development through active participation in annual work appraisals, supervision and internal or external training as required or individually identified.
- ☆ Taking part in other Scripture Union activities where appropriate.
- ☆ Demonstrating commitment to the SU Scotland Mission, Ethos, Vision, Values, Belief Statements and work practices, and the wider ministry of SU in Scotland and beyond.

Play your part in SU Scotland's Grow the Team initiative,

- ☆ Promote SU Scotland's work and help encourage more prayer support
- ☆ Be aware of volunteering opportunities and promote these as appropriate
- ☆ Grow personal support and promote the opportunity for partnership through financial giving. Your line manager and the support development team will work with you to define what is appropriate and agree a plan with you.
- ☆ Participate in staff prayer meetings, leading and contributing.

To find out why working at Lendrick Muir is “more than just a job” click to our website and read about why Kathryn, our Schools Administrator, loves her job.

Occupational Requirements

For this post, it is important that you are committed to SU Scotland's ethos, working principles and vision and are able to demonstrate this through your commitment and motivation. It is also an Occupational Requirement (Equality Act - part 1, schedule 9), that the post-holder is a committed Christian.

This post requires the occupant to have a personal faith in Jesus Christ as Saviour and Lord and to believe the Bible to be fully trustworthy, in all that they affirm, and the highest authority for faith and life in keeping with SU Scotland's statement of faith. These principles require to be applied alongside the professional skills required in this role.

The successful applicant will be required to become a member of the Protecting Vulnerable Groups (Scotland) Scheme and the appointment will be subject to a satisfactory PVG Scheme Disclosure.

Person Specification

Job Title: Administrative Assistant

CRITERIA	ESSENTIAL	DESIRABLE
Knowledge & Experience		
Ideally at least 1 years' experience within an office-based environment		✓
Experience and proven track record in excellent communication skills in a variety of media, including telephone, written and inter-personal	✓	
Previous roles will have involved work on own initiative	✓	
Knowledge of and experience in providing outstanding customer service	✓	
Computer literate with a good understanding of Windows and associated office software packages such Word, Excel, Publisher and PowerPoint	✓	
Education		
Qualification in a relevant area, for example, administration, hospitality or equivalent		✓
Social		
A practising Christian whose lifestyle is in keeping with SU Scotland's ethos and statement of faith. Must enjoy the confidence of his or her church fellowship.	✓	
Able to undertake occasional evening and weekend duties (approximately once a month)	✓	
Possessing an interest in wider Christian mission		✓
Aptitude		
Capacity to prioritise tasks across a number of simultaneous work streams	✓	
Demonstrates good interpersonal skills, diplomacy and adaptability with a range of people	✓	
Demonstrates commitment and motivation	✓	
Conscientious, resourceful and reliable	✓	
Other		
Own transport and a full current driving licence		✓
Able to demonstrate knowledge and understanding of Scripture Union Scotland		✓

Terms and Conditions of Service

**Administrative Assistant
Lendrick Muir**

HOURS

The post is part-time, working 22.5 hours per week (3 days), subject to variation in accordance with the fulfilment of your responsibilities and by agreement with your line manager. The term of the post is 1 year.

PROBATIONARY PERIOD

The first month of your employment will be probationary. Your performance will be reviewed throughout this period. If your performance is satisfactory at the end of this period, your appointment will be confirmed. The employer reserves the right to extend your probationary period.

TERMINATION OF EMPLOYMENT

During the probationary period, the notice required to be given either by you or Scripture Union Scotland to terminate your employment is one week.

Except during the probationary period, the length of notice which you are obliged to give the company to terminate your employment is one month.

Except during the probationary period, the length of notice which you are entitled to receive from the employer to terminate your employment is one month until you have been continuously employed for five years.

Thereafter, you will be entitled to one week's notice for each completed year of service up to a maximum of twelve weeks.

Your employment may be terminated summarily in the event of a breach of contract by you that warrants summary dismissal.

SALARY

£18,525.00 per annum pro rata/ 22.5 hours (3 days) per week.

You will be paid in arrears monthly, on or before the 28th of each month.



Terms and Conditions of Service

**Administrative Assistant
Lendrick Muir**

Continued

PENSION ARRANGEMENTS

SU Scotland operates a Group Personal Pension Scheme for employees over 18 and under 75 years of age. An employer's contribution of between 5% and 9% of total pensionable salary will be paid (the actual amount depending on your level of employee's contribution.)

LIFE INSURANCE COVER

Life insurance cover of three times your annual salary is provided, with the premium being paid for by SU Scotland.

HOLIDAYS

The holiday year runs from 1 April to 31 March. Annual leave entitlement for a full time post is 33 days paid holiday (this amount is inclusive of entitlement to local and national holidays). Annual leave entitlement for part-time and fixed term staff is pro-rata. Annual leave entitlement will increase with length of service.

What next?

If you have any questions or would like to arrange a visit to Lendrick Muir, please email us at hr@suscotland.org.uk or call 0141 352 7634

Closing Date: 10th March

Interview Date(s): 17th March

Scripture Union Scotland is an equitable employer and operates a child protection policy.

Scottish Charity No. SC011222

