**Keep Scotland Beautiful – *Your Charity for Scotland’s Environment***

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| **Our Vision** | Scotland is Clean, Green and Sustainable |
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| **Our Mission** | Keep Scotland Beautiful is a charity that aims to change behaviour to improve the quality of people’s lives, their wellbeing and the places that they care for. |
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| **Our Values** | **We are Collaborative** – we believe progress in environmental improvements is only possible through working with a coalition of partners across communities, organisations and individuals.  **We are Positive** – about the changes that individuals, organisations and communities can make and the impact that we can have on environmental issues  **We are Ambitious** – for the environment and communities, we want our partners to succeed in their commitment to behaviour change and journey to net zero, we want our work to be visible in every part of the country.  **We are Innovative** – we have creative responses to address the climate emergency and are able to develop new products, services and campaigns to match the needs of our partners and we aim to respond quickly to local, national and global issues.  **We are Influential** – we have the expertise, evidence, credibility and knowledge to engage and lead in national debates on environmental issues. |
| **The ‘KSB Way’** | **Education and Training –** we use creative and engaging programmes of learning aboutthe environment, and associated issues, to equip individuals, organisations and communities with knowledge to make better choices  **Campaigns and Research –** We raise awareness, through our Award winning national, local and issue related campaigns. We encourage the use of Citizen Science toengage key audiences  **Assessment, Audits and Awards –** we use our knowledge and expertise to motivate and celebrate the achievements of individuals, organisations and their communities in taking action around environmental issues  **Community Engagement –** We build the capacity of communities to be able to respond to local needs and improve places and spaces |

**Job Title: Corporate Services Officer**

**Location:** Stirling

**Reporting to:** Head of Corporate Services

**JOB PURPOSE**

Reporting to the Head of Corporate Services (HCS), the **Corporate Services Officer (CSO)** will provide support to ensure the effective development and provision of corporate and office administration services in the following areas; personnel, corporate administration and facilities support, organisational development and internal communications.

**KEY RESPONSIBILITIES**

1. To ensure the effective provision of personnel administration to support the employee and volunteer lifecycle.
2. To be responsible for all aspects of compliance with, and application to, the Protection of Vulnerable Groups scheme for KSB employees and volunteers.
3. To support the recruitment and retention of the charity’s employees and volunteers, in particular through regularly reviewing the Employee and Volunteer Handbooks and associated recruitment processes.
4. To assist the Head of Corporate Services in the implementation of the employee handbook and associated policies, including reviewing and updating policies where necessary.
5. To implement and develop systems to improve internal communications, including staff surveys.
6. To assist the Head of Corporate Services in the implementation of organisational development projects as and when required.
7. To ensure the effective provision of corporate administration services, including reviewing and developing processes and procedures.
8. To assist the Head of Corporate Services in the implementation of duties relating to facilities and office management.
9. Foster effective internal relationships to enable two-way information/intelligence sharing regarding potential areas for development, gaps in service provision and ways to improve quality
10. To develop and maintain close communications with fellow employees to ensure the maximum flow of information, understanding and ideas.
11. To familiarise, develop and adhere to all internal policies and procedures.
12. To ensure compliance with the company’s Health and Safety policy.
13. To observe the company’s Equal Opportunities Policy.
14. To undertake such work as may be determined from time to time up to or on a level commensurate with the main responsibilities of the post.

This list should not be viewed as an exhaustive list of duties, rather, the key elements of the expected workload of the CSO.

**JOB TITLE**

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|  | **Essential** | **Desirable** |
| **Education / Training** | 1. HND (SCQF Level 8) and/or degree in business studies or equivalent experience 2. Evidence of career development | 1. Working towards CIPD qualification |
| **Experience/**  **Skills** | 1. Experience in personnel administration covering the full employee and volunteer lifecycle 2. General awareness of employment law and legislation 3. Supporting the development of employee and volunteer handbooks, policies and procedures 4. Understanding of the PVG scheme, processes and requirements 5. Understanding and working knowledge of recruitment processes and procedures 6. Extensive experience of Microsoft Office Suite, including Word, Excel, Publisher and PowerPoint 7. Proven experience of project management and managing a busy and varied workload 8. General office administration and facilities support experience | 1. An understanding of the operating environment that faces charities and/or not-for-profit organisations 2. Understanding of current website and social media technologies 3. Have an interest in environmental   /sustainable development issues   1. Understanding and experience in supporting the implementation of organisational development/improvement projects 2. Knowledge and experience of charity governance in Scotland |
| **Competences** | |  | | --- | | **Behaving ethically -** Identifying and resolving own concerns and those of others, in a fair and ethical manner, whilst also striving to comply fully with legal and organisational values, standards and codes of practice.  **Teamwork -** Ability to work as part of a team, motivating, influencing and supporting others.  **Customer focus -** Understanding of own role and its relationship to the customer, internal and external, continuously focusing on seeking to exceed customer expectations.  **Acting confidently and taking decisions -** Being assertive and unhesitating in taking the lead and accepting accountability for ones responsibilities; taking decisions and stating views confidently and succinctly, eliminating ‘blame culture’.  **Effective communication -** Willingness to actively listen to others, actively share information and have the ability to express oneself clearly.  **Making and meeting commitments –** Executing and achieving what is promised through planning and organising priorities. Monitoring progress to ensure consistently high standards.  **Innovative and creative thinking -** Ability to identify opportunities and take action to bring about improvements.  **Gaining information effectively -**Proactively using knowledge to facilitate progress and/or assist problem solving | | |
| **Values and Attitudes** | * Commitment to the aims and objectives of Keep Scotland Beautiful; combat climate change, tackle litter and waste and, protect and enhance the places we love * Values: Collaboration, Positivity, Ambition, Innovation * Commitment to fair, inclusive, equal opportunities and healthy and safe working practices * Able to exercise discretion in handling confidential and sensitive information | |
| **Other** | 1. Ability to travel 2. Able to undertake some evening and weekend commitments 3. Willingness to participate in training (where relevant) | |