



# People Support Coordinator

## Candidate Pack

November 2022



# Introduction

LGBT Health and Wellbeing was set up in 2003 to support the health and wellbeing of lesbian, gay, bisexual and transgender (LGBT+) people in Scotland. We provide support, counselling, information, advice, and other interventions to improve health and wellbeing, reduce social isolation, and increase community connection.

Although known as 'LGBT' Health and Wellbeing, we provide support and services to the entire diversity of the lesbian, gay, bisexual and transgender (LGBT) community across Scotland, including queer, intersex, asexual people and all identities under the LGBTQIA+ umbrella. This includes the families, friends and supporters of LGBT people, and health and social care professionals working with LGBT people. We also support those questioning or wanting to discuss their sexuality or gender identity.

LGBT Health's objectives are to:

- Build capacity to achieve better health and wellbeing within the LGBT community
- Develop the ability of services to respond to the needs of LGBT individuals
- Build collaborative partnerships
- Build a positive, proactive organisation.



As well as providing support programmes for LGBT people, the organisation directly contributes its expertise on LGBT issues to a wide range of individuals and organisations.

We are increasingly recognised as a 'go to' organisation in relation to LGBT+ issues, especially concerning to older people and trans wellbeing and mental health.

We raise awareness of the experiences, needs, barriers and inequalities LGBT+ adults' experience, by providing a strong, informed and credible voice for the interests of LGBT+ people.

The **People Support Coordinator** is a new role within LGBT Health and Wellbeing, and an exciting opportunity to help support our team and shape our processes, as we deliver our ambitious vision for health, wellbeing and equality for LGBT+ communities across Scotland.

Further details about LGBT Health and Wellbeing can be found on our website:

[www.lgbthealth.org.uk](http://www.lgbthealth.org.uk)

# Recruitment Process

We welcome your interest in LGBT Health and Wellbeing and in the new post of People Support Coordinator. The candidate pack outlines the role and skills we are looking for, as well as the selection process and timelines you can expect. In the first instance, we ask you to complete the application form.

Please note, the deadline for applications is **9am on Tuesday 29<sup>th</sup> November 2022.**

We aim to contact short-listed applicants by 5pm on Wednesday 30<sup>th</sup> November 2022.

**Please ensure that your application includes an email where you can be contacted.**

Interviews are scheduled to take place in person at our Edinburgh office on **Thursday 15<sup>th</sup> December 2022.** We ask you to be available for interview on that day and will be as flexible as possible with regards to time.

Applications should be emailed to [Louise@lgbthealth.org.uk](mailto:Louise@lgbthealth.org.uk). Please post your diversity monitoring form to us, as per instructions provided on the form.

**Due to financial constraints, applicants who are not short-listed for interview will not be contacted and we are unable to provide feedback.**



# Role Profile

Role Title	<b>People Support Coordinator</b>
Responsible to	Chief Executive
Hours per Week	36 hours (full time)
Location	Edinburgh (EH6 8HW) or Glasgow (G5 0PQ)
Salary	£26,335



## Principal Responsibilities

### HR administration (approx. 40%)

The post holder's main HR duties and responsibilities will be to lead on a number of regular and more ad hoc tasks, including, but not limited to:

- To be point of contact for staff HR queries and support both internal and external inquiries.
- Lead on HR administration (e.g. Advising staff in writing of changes to salary, contract etc.)
- Safely manage HR paperwork and records in relation to employees across the organisation.
- Liaise with externally appointed legal team (XpertHR) regarding complex personnel issues and report this to appropriate Managers and Senior Management.
- Support managers with HR information and minute personnel meetings as required.
- Support the timely review of relevant HR policies and procedures.
- Writing and submitting reports on general HR activities to SMT and the Board.
- Keep abreast of latest HR practices and advise SMT.
- Maintain a central record of staff absence and report on this to line managers on a quarterly basis.

### Payroll administration (approx. 15%)

- Assist the Finance Manager with payroll arrangements with SCVO each month to ensure salary, overtime, pensions and SSP contributions have been correctly processed and provide cover when the Finance Manager is on annual leave.

### Recruitment and employment (approx. 15%)

- Supporting staff recruitment including preparing job packs, arranging advertising, processing applications and assisting with arranging interviews.
- Carry out HR induction on day 1, advise on holiday, sickness, pensions and any other benefits.
- Monitor staff's employment period, ensuring all induction and probation review meetings are completed and documented.
- Record Diversity forms and report to SMT.
- Issuing employment contracts and changes to contracts.
- Manage leavers administration.

**Executive Assistant duties** (approx 20%)

- Manage the scheduling for the CEO.
- Draft, review and send communications on behalf of the CEO.
- Support the CEO in organising and preparing for meetings, including gathering documents and attending to logistics of meetings.
- Prioritise CEO emails and respond when appropriate.
- Coordinate any travel arrangement required by the CEO.
- Maintain various records and documents for Board of Trustees (including subcommittees).

**Governance** (approx. 10%)

- Liaise with Companies House in relation to the election, cooption, and retiral of Trustees
- Maintain and update the Conflict of Interest Trustee register.
- Ensure minutes and actions from Board (and subcommittee) meetings are maintained and stored in an appropriate manner.
- Assist the SMT with providing reports and updates to the Trustees as and when required.
- Ensure both computer and hard copy filing systems are maintained to a high standard so that documents can be easily accessed by those who need them and are protected from unauthorised access.
- Coordinate Disclosure Scotland and PVG checks across the organization and annual update.
- To be the key point of contact for Disclosure Scotland in relation to Disclosure Information and PVG Scheme membership for staff, volunteers and trustees.

**These responsibilities will be reviewed annually and may be subject to change.**

## Person Specification

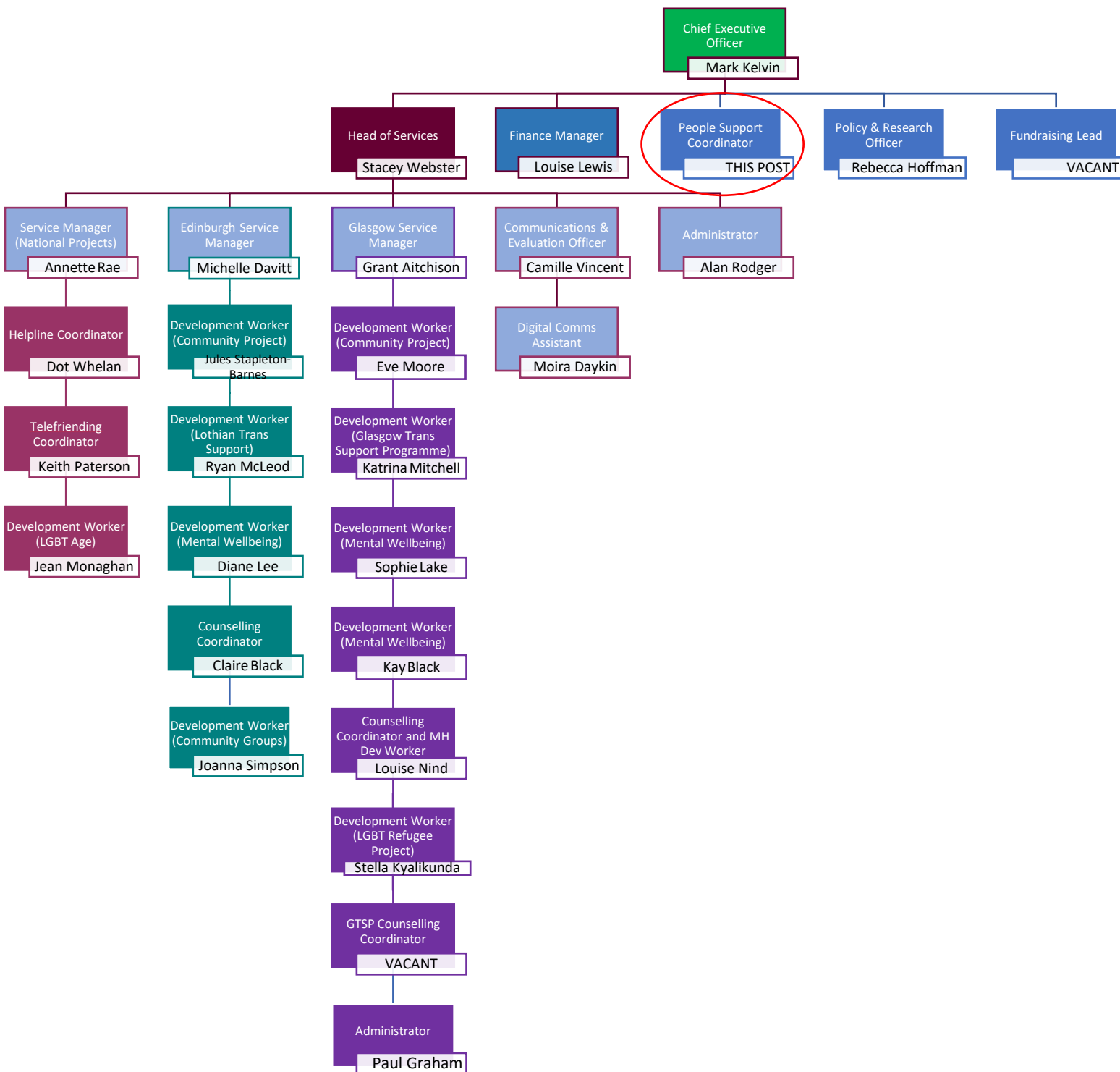
### Qualifications / Experience

- Previous HR administrative experience.
- Experience of administering meetings, incl preparing papers, minute taking, delegate liaison etc.
- Significant IT experience including a sound knowledge of Microsoft packages, including Sharepoint and Teams

### Knowledge, Skills, and Attributes

- Professional and discreet due to access to sensitive information.
- Excellent numeracy, literacy and strong administration skills with attention to detail.
- Highly effective communicator at all levels, both verbal and written.
- Ability to organise, plan and prioritise own work.
- Ability to meet deadlines.
- Flexible attitude to the demands of the post and the needs of the organization.
- Proactive and motivated.

# Our Team



# General Terms and Conditions of Employment

(Please note these Terms and Conditions are currently under review and subject to change)

## Salary

The salary for the post is £26,335. Your salary will be paid monthly in arrears, on or around the 4<sup>th</sup> Thursday of each month, direct to your bank/building society account and subject to normal statutory deductions for National Insurance and PAYE Income Tax.

## Hours of Work

Your hours of work are 36 hours per week, with a minimum of 30 minutes break for lunch each day (unpaid).

## Location of Post

The post holder will be located in either our Glasgow office (Adelphi Centre, 12 Commercial Road, Glasgow G5 0PQ), or Edinburgh Office (Duncan Place, Leith, EH6 8HW). Scope for occasional remote working and a flexible work pattern is negotiable to suit the individual and the requirements of the post. Given the nature of this role, a regular presence in Edinburgh (Duncan Place) will be required. If the post holder anticipates some of their hours will be spent working from home, we will require them to have access to Wi-Fi and access to a confidential space.

## Pre-employment checks

Once given a conditional offer of employment we will require 2 satisfactory references, a relevant PVG check and the completion of a medical form before a contract is issued.

## Probationary Period

New employees' employment is subject to satisfactory completion of a six month probationary period. The organisation reserves the right to extend this period at its discretion. The organisation will assess and review your work performance during this time and reserves the right to terminate your employment at any time during the probationary period.

## Annual Leave and Public Holidays

Paid holiday entitlement is 26 days per annum pro rata (plus 10 public holidays), calculated pro rata from the anniversary date of your employment. The holiday year runs from 1<sup>st</sup> April to 31<sup>st</sup> March.

The organisation recognises the following 4 public holidays and you are expected to take these days as a holiday; 25<sup>th</sup> December, 26<sup>th</sup> December; 1<sup>st</sup> January and 2<sup>nd</sup> January. The remaining 6 days public holiday entitlement can be taken throughout the leave year.

All periods of annual holiday must be authorised in advance by your line manager. You are required to submit holiday requests in writing to your line manager as early as possible, normally giving a minimum of two weeks' notice. Requests for annual holiday will normally be granted on a 'first come, first served' basis.

For a full-time post, no more than 5 annual leave days can be carried forward from the previous annual leave year. Any carryover request should be made to your line manager and this leave must be used in the first quarter of the new leave year.

## Compassionate Leave

In the case of urgent distress or crisis or in the light of a particular domestic situation, you may be entitled to up to 5 working days (pro rata) leave on full pay at the discretion of your line manager.

## Notifying Sickness

If you are absent from work owing to sickness or accident you must notify your line manager before 10am on the first day of absence. If you are absent from work for up to 7 working days (including weekends and public holidays), you must complete a self-certification certificate on



the day of your return to work and hand it to your line manager. If you are absent for more than 7 days, you must obtain a medical certificate and send or give it to your line manager.

On your return to work after any period of absence you must complete an absence form and have a Return to Work meeting with your line manager.

### **Maternity, Parental and Adoption Leave**

Staff are entitled to statutory maternity leave only. Staff must inform their line manager, in writing, at least 15 weeks before the baby is expected:

- The date that the baby is due, and ;
- The date they wish to start their maternity leave

Staff are able to change their maternity leave date within 28 days' notice. Staff can change their return to work date if they give 8 weeks' notice.

Staff are entitled to statutory paternity leave only. Co-parents will be entitled to the same leave as available under paternity leave regulations. Staff are entitled to statutory adoption leave only.

### **Pensions**

The organisation has a qualifying workplace group pension scheme which is provided by Standard Life Pensions. After your first three months of employment you may be eligible to join the scheme as detailed in the Pensions Act 2008 (pensions auto enrolment). The organisation will pay 6% of your gross salary as an employer pension contribution. Employees will be required to make an employee contribution to satisfy the government legislation's minimum total contributions.

### **Expenses**

When you are travelling or otherwise involved in the organisation's business, the organisation will pay your reasonable travelling, accommodation and out of pocket expenses. You should obtain receipts and present all expense claims for approval by your line manager as requested, ensuring claims are for no more than three months of expenditure. The organisation reserves the right to refuse to pay an expense claim where the expenditure is unreasonable, disproportionate or unnecessary.

### **Notice**

The first six months in post is designated as a probationary period. During probation, the organisation may terminate this contract of employment in writing giving one week's notice, in line with the performance appraisal policy.

Following successful completion of the probationary period, the minimum period of written notice of termination of the Contract of Employment to be given by the organisation to the employee is one calendar month; the employee must give 1 month's written notice to their line manager.

The organisation may exclude these notice provisions in the event of your dismissal for gross misconduct.