

Job Description

Coordinating Administrator

Foundations to Employment

Initially funded for 12 months

For over 50 years, Cyrenians 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.

Our way of working is built on our four core values, which are at the heart of all our work and decisions:

Compassion | **Respect** | **Integrity** | **Innovation**

[Read more about us and our values](#)

[Read about our strategic aims](#)

1 Foundations to Employment

Cyrenians has an ambitious plan to develop its employability services which support people gain the confidence, skills, qualifications and experience to lead a healthy working life. These services, originally developed under our Employability Strategy, currently include:

- Falkirk Criminal Justice Services
- Foundations to Employment
- Key to Potential
- Key to College
- Key to Work

We also wish to further develop the scope and range of our employability services to meet new and emerging needs.

The Foundations to Employment project provides holistic, person-centred one-to-one support for people facing a range of barriers which prevent them returning to work. Using an assertive outreach approach, the project aims to help to stabilise individuals in their daily lives enough that they can move back into work through work-based training and/or volunteering.

It's important to note that this service works with individuals with complex and multiple disadvantage and this role will involve working with potentially sensitive and emotive information. A mature and confidential approach is vital for this role.

2 Main Aims

Provide administrative support and be the first point of contact for the Foundations to Employment Service

Management of new client referrals and continuous liaison with referral sources

Management of recording and maintaining confidential records

3 Tasks and Responsibilities

- Receive and respond to incoming calls and email enquiries from a range of stakeholders including referrers, clients and the general public
- Manage the Foundations to Employment email inbox
- Manage the receipt and careful recording of referrals and ensure all records are kept up to date
- Respond to enquiries from new clients/referrers
- Maintain client training records
- Schedule team meetings, take and distribute the minutes
- Manage the filing system, database and other records ensuring all are kept up to date
- Use the database to provide regular reports, statistics and KPIs
- Record and collate stories to be shared on social media and across the organization
- With the support of the Service Manager and the team, design and compile an annual impact report
- Attend service planning day and support the Service Manager with preparation
- General office administration duties as required including photocopying, filing, dealing with incoming and out-going mail.
- Any other duties that may reasonably be expected to fulfill the role.
- Participate in 6 weekly support and supervision.
- Attend external operational meetings and events as deemed relevant by Service Manager
- Attend Cyrenians staff forums.

4 Person Specification

Knowledge, Skills and Experience	
Able to use Word, Excel and Outlook to a competent level and experience of updating spreadsheets and databases	Essential
High level of accuracy, with excellent attention to detail	Essential
Previous experience working in an administrator role	Essential
Good organisational skills with an eye for detail in order to complete successfully routine administration and mechanistic processes	Essential
Understanding of third sector services such as employability, housing advice and debt and finance within Edinburgh	Essential
Experience of having challenging conversations over the phone	Essential
Good interpersonal skills and telephone manner in order to interact successfully on a daily basis with referral organisations, service users and colleagues.	Essential
Experience of having sensitive/challenging conversations over the phone.	Essential
Values and attributes	
Conscientious, practical, committed and hard working	Essential
Ability to be organised and structured with work	Essential
Patient and respectful of all people, whatever their background or presenting behaviour	Essential

5 Terms & Conditions

Employer:	Cyrenians
Accountability:	Cyrenians Board of Trustees (via the Chief Executive of Cyrenians)
Line Manager:	Service Manager
Reporting:	Report against work plan at regular support and supervision meetings

Liaison with:	Other Cyrenians staff, key stakeholders and referral sources within volunteering and older people's network
Workplace:	Cyrenians head office in Edinburgh, although we operate a blended working model
Working Hours:	10.5 hours per week (part-time)
Annual Leave:	25 days plus 10 Public Holidays (pro rata)
Salary:	£21,392 – £22,654 pro rata (scale point SCP16 to 19). This equates to £6,070 for a 10.5-hour week at SCP16.
Pension:	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%)
Contract:	Fixed term for 12 months
PVG:	Not required

6 Application deadline and Interview dates

Closing date: 12 noon on Monday 20th February 2023
 Interview date: 28th February 2023
 Second stage: TBC

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