

rock trust

ENDING YOUTH HOMELESSNESS

Job Pack



hello@rocktrust.org



0345 222 1425



rocktrust.org



@RockTrust

Who we are

We are Rock Trust and our vision is an end to youth homelessness in Scotland

For over 30 years we have been working to prevent youth homelessness and to support young people to build better futures.

We aim to ensure that every young person in Scotland has access to expert youth specific services to assist them to avoid, survive and move on from homelessness. We work to ensure that the public, policy makers, commissioners and practitioners understand the issues, make decisions and take action which will help us to end youth homelessness.



Over 900 young people supported last year

Now working in Perth, Fife, Glasgow, East Lothian, West Lothian and Edinburgh

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As well as providing routes away from homelessness and into secure housing options, we also support young people with their mental health, employability and independent living skills.

Every young person is different and no single version of support is appropriate for every person.

We want to prevent young people experiencing homelessness at all, but where this isn't possible, we're determined to make sure that any experiences of homelessness are brief and non-recurring.

Kate, CEO



Kate Polson
Chief Executive

Life at Rock Trust

Safety Fairness Respect Positivity

These are Rock Trust's values and they exist for our staff, volunteers and the young people we work with. They underpin everything we do, including how we measure success and reflect on our work.

When we interview new potential colleagues we always ask them to talk to us about these values and their personal relationship to them. This really helps us get to know people, and see how they might fit into Rock Trust. Crucially, we've had feedback that it also helps break the ice and show people what working at Rock Trust is like because of what is important to us.



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I love building and nurturing relationships to allow young people to feel safe and heard, it's a privilege and honour to support them.

Each day I'm growing and learning and always feel supported by my colleagues around me who are brimming with knowledge, empathy and compassion.

Caitlin, Art therapist



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I've always had an urge to help save the world, and working at Rock Trust scratches that itch!

They put so much emphasis on their own evolution, and as a member of the Equalities Group, I get to help guide that change.

Chris, Support Assistant



What we can offer

We pride ourselves on being an inclusive and welcoming organisation, building on everyone's strengths, and working together. By investing in and supporting our teams we can get the best outcomes for the young people who need us.

Talent Development. Colleagues are encouraged to become leaders and to grow and develop

Core and individual training opportunities

Employer Pension Contributions

Employee Assistance Programme (EAP)

£50 eye care voucher every 2 years

Benefits Platform with access to online discounts and freebies

Interest free season ticket loans

Enhanced Maternity, Paternity and Adoption Leave

Life Assurance of 3 x your annual salary

Annual Leave purchase scheme - opportunity to buy an additional 5 days Annual Leave

Flexitime

A funded Social Committee responsible for organising social activities for everyone

Cycle to work scheme



Flexible working with a healthy mix of time at home and in the office has allowed me to fit my part-time hours around the children's school day.

It's really made all the difference to my work / life balance.

Pete, Management Accountant

Our teams

- Senior Management Team
- People and Business Support Team
- Finance Team
- Services | East and South Teams
- Services | West and North Teams
- Services | Youth Development Team
- Properties and Facilities Team
- Communications and Fundraising Team
- A Way Home Scotland Coalition

“

Rock Trust haven't just supported me to develop in my role, they've helped me through a bereavement, through a pandemic (!), and through starting my own family.

They understand that work is just one part of life and everyone is dealing with different things.

Maddy - Communications & Fundraising Manager

Job Description

Job Title: Receptionist/Administrator - People and Business Support

Contract: Permanent. 36.25 hours per week

Location: Edinburgh (office based)

Salary: £22,684.44 - £25,045.46 per annum (depending on experience and qualification)

Mission Statement

To prevent youth homelessness and to support young people to build better futures.

Context

Rock Trust is looking to recruit an experienced Receptionist/Administrator to work in our People and Business Support Team. The postholder will work as part of a small team to provide reception and administrative services for the organisation. This involves tasks such as welcoming guests, responding to queries, minute taking, reporting, and maintaining databases.

In addition to the responsibilities in the Job Description, the successful candidate will be able to demonstrate the following key competencies:

- Working as part of a small team.
- Reliability
- Professionalism
- Ability to Multi-task
- Ability to work on own initiative

Reporting to

Senior Administrator

Job Description

People Support

- Support recruiting managers with any issues on the HR System during the recruitment stage.
- Work with recruiting managers on the organisation and set-up of interviews, ensuring acknowledgement and unsuccessful responses are sent on time to candidates.
- Work with the Senior Administrator on completion of on-boarding/offboarding paperwork, including but not limited to, adding/removing starters/leavers from all databases and systems, Staysafe App, Occupational Health, mandatory training and references.
- Manage all aspects of any assigned grants.
- Minute taking including confidential meetings, where appropriate.

Reception, Office, and Administration

- General reception duties, such as answering and transferring calls, recording queries, opening and filing of post, and welcoming guests.
- Assisting all departments with administration support, when required, including supporting the People and Business Support Team with HR, Health & Safety, Volunteer and Learning & Development administration.
- Be responsible for the coordinating and monitoring of “good housekeeping” for Head Office including but not limited to recycling, PPE conducting regular stock takes and procurement of supplies and necessary items for Head Office.
- Organise events/meetings by booking rooms, catering, organising speakers and/or resource packs.
- Working with the People and Business Support Manager and Property Team on the coordination of suppliers, maintenance support and acting as a point of contact - where necessary.

Business Support

- Managing allocated databases, ensuring information is inputted correctly, are maintained and reports are generated when required.
- Support the Senior Management Team with general administration, and meeting support, where required.
- Assisting with the improvement of operational efficiency including purchasing procurement and automation implementation.
- Oversee ad hoc projects from inception to completion.
- Support the People and Business Support Manager and Training Coordinator with the implementation of the People, Volunteer and Learning and Development Strategies.
- Work to a standard compliant with data protection act.
- Support the Senior Administrator with the organising, ordering and set up of resources.

Job Description

Leadership and Development

- As part of the Business Support Team, support and promote the activities of Rock Trust and contribute significantly to building a high performing organisation.
- Nurture a culture of Respect, Safety, Positivity and Fairness, that allows our colleagues to thrive, take appropriate risks and learn from mistakes.
- Identify and make recommendations for improvement to contribute to the continuous operational improvement of the organisation.
- Be responsible for the supervision of administration volunteers.

Other

- To act in accordance with Rock Trust values
- To undertake other duties in line with the role as required.

This job description is not exhaustive. It merely acts as a guide and may be amended to meet the changing requirements of the Rock Trust at any time after discussion with the post holder.

Person Specification

Qualifications and Experience	Essential	Desirable
At least: HNC/HND in Business Administration (or relevant qualification) or Previous experience in a similar administrative role.	X	
Self-starter with a “hit the ground running” attitude and have the ability to cope with interruptions in a constantly changing environment.	X	
Experience of using technolog willingness and ability to learn systems, software and apps.	X	
Project Management experience.		X
Experience of working with cloud-based HR solutions.		X
Experience working with Office 365, such as Teams, SharePoint, Forms, Power Automate.	X	
Confident and proficient user of MS word, Excel and Outlook.	X	
Experience working with confidential information, such as HR & personnel files.	X	
Experience in organising all aspects of a booking process and arranging meetings and conferences.	X	

Person Specification

Skills and Knowledge	Essential	Desirable
Confident communicator with excellent interpersonal skills.	X	
Excellent written skills and attention to detail.	X	
Organised and methodical in your approach to work, with strong planning and organisational skills.	X	
Ability to work under pressure in a fast-paced office environment.	X	
Ability to work autonomously to prioritise and manage competing tasks ensuring all tasks are completed and deadlines are met.	X	
Ability to work well as part of a team, being supportive and contributing to effective performance in achieving strategic goals.	X	
Minute-taking		X
Knowledge of lifecycle HR processes and procedures from on-boarding to off-boarding.		X
Knowledge and awareness of GDPR.		X
Knowledge of Health & Safety.		X
Knowledge of Better Impact database.		X
Knowledge of youth homelessness.		X

Person Specification

General	Essential	Desirable
Willingness to work on a flexi time system involving attendance at events outside of office hours.	X	
Creative approach with a passion for problem-solving and pursuing new ideas and initiatives.	X	
Willingness to travel across Scotland to attend recruitment fairs and events to support volunteer recruitment.	X	

How to apply...

Please apply using our application form below:

Download and fill out the three documents and upload them to our portal when you visit our Vacancies web page.

We will review applications daily and will be in touch as soon as possible if we'd like to invite you for interview. If you would like to speak to someone about the role in more detail, or if you face any obstacles to completing an application, please get in touch.

[Application Form](#)

[Equal Opportunities Form](#)

[Criminal Convictions Declaration](#)

www.rocktrust.org/vacancies



Good Luck!