

## Job Description

# Business Support Coordinator

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 where 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](#)

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## 1 Overview

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The Business Support Coordinator provides coordination support and expertise to the Cyrenians Corporate Services Team, the CEO and four Directors who comprise the Cyrenians Leadership team. This includes diary and inbox management, minute taking and action tracking, and planning meetings, events and learning opportunities. You'll be part of the Corporate Services team, working in a motivated, driven, and friendly environment.

This post would be ideal for someone who has experience in executive and admin assistance and would like to work in a fast-pace and supportive environment.

The post-holder will primarily be office-based at our office in Norton Park with a degree of hybrid/remote flexibility. There will also be an expectation of periodic out of hours work.

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## 2 Tasks and Responsibilities

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### CEO coordination and support

- Manage CEO diary, to balance internal and external requests for time with other required appointments, and create protected time for their focused work.
- Manage CEO inbox, including flagging, filing and responding to emails.
- Work with Business Support Officer to ensure CEO is prepared for meetings and communications by sourcing requested reports, policy and project documentation.
- Liaise with the Policy Team on Cyrenians' influencing priorities.

## **Leadership Team coordination and support**

- Prepare presentations to enable Leadership team to share stories and data.
- Create and update spreadsheets to track actions and proactively follow these up.
- Create, update and format reports and supporting documents.
- Liaise with other teams to source data and content for reports and funding applications.
- Coordinate and book travel and logistical arrangements.
- Provide technical support to Leadership Team, including MS Office and internal systems.
- Update internal systems, including eTapestry and Lamplight, and external requirements such as lobbying register.

## **Board of Trustees coordination and support**

- Plan dates, book and set up venues/online links for board and subgroup meetings.
- Coordinate communication with Trustees to ensure this is timely and consistent.
- Take minutes at board meetings and sub groups.

## **Events and meetings**

- Plan and coordinate dates and venues/links for:
  - Leadership and Senior Management 1-2-1s and team meetings
  - Cross-organisation groups
  - CEO staff lunch sessions
  - Assist other teams with event planning as required

## **Corporate Services coordination**

- Act as welcoming first contact for people contacting Cyrenians in person and by responding and signposting emails to Business Services mailboxes.
- Arrange and carry out building inductions for new staff.
- Mobile phone administration.
- IT device co-ordination and distribution.
- Updating organisational staff and service databases.
- Coordinate, source, and procure resources, such as stationery and equipment.
- Proactively identify ways to improve internal processes and activities, including making effective use of digital resources.
- General administration tasks as required.

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### 3 Person Specification

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Knowledge, Skills and Experience	
Excellent organisational skills and able to prioritise and manage a varied workload to meet competing deadlines	Essential
Strong IT skills including MS Office, Teams and Zoom	Essential
Ability to work proactively and independently with minimal supervision	Essential
Excellent written and interpersonal skills, and able to adapt style for different situations and people	Essential
High level of accuracy, with excellent attention to detail	Essential
Experience in calendar and inbox management	Essential
Experience in planning meetings and events	Desirable
Experience of a similarly diverse role	Desirable
Values & Attributes	
Reliable, practical, highly organised and methodical	Essential
Ability to work confidentially	Essential
Positive thinker with a creative problem-solving approach	Essential
Patient and respectful of all people, whatever their background or presenting behaviour	Essential
Able to work flexibly in line with the requirements of the post	Essential
Understand the importance of Cyrenians values	Essential

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### 4 Terms & Conditions

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<u>Employer:</u>	Cyrenians
<u>Line Manager:</u>	Business Services Manager
<u>Workplace:</u>	Cyrenians head office in Edinburgh
<u>Working Hours:</u>	37 hours per week (full time)
<u>Annual Leave</u>	25 days plus 10 public holidays pro rata
<u>Salary:</u>	£23,997 - £26,834 per annum (scale points 20 to 24)
<u>Pension:</u>	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%)

Disclosure: PVG scheme membership not required

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## 5 Recruitment dates

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Closing date: 12 noon on Monday 18<sup>th</sup> September 2023

Interview date: w/c Monday 25th September 2023

Second stage: To be confirmed

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

Further information can be found at [www.cyrenians.scot](http://www.cyrenians.scot).