

Job description

Service Support Administrator

OPAL (Older People, Active Lives) Service - West Lothian

This post is funded to 30 June 2027 in line with current funding.

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](#)

About the service

The OPAL service works with people of age 60+ across communities in West Lothian. The service aims to optimise older people's independence and well-being, while at the same time reducing isolation and ensuring they're connected to their community.

The service is delivered by a team of dedicated, trained volunteers who offer encouragement, companionship and support to help people engage in social, leisure and community activities.

We are funded through a collaboration with West Lothian Council, West Lothian Health and Social Care Partnership, and NHS Lothian.

About the role

The Service Support Administrator plays an important role within the OPAL Service and team providing the solid foundations to the service delivery ensuring that we operate efficiently and effectively at all times and continue to provide a high-quality service to all those we support.

The post holder will be required to provide comprehensive and professional front office and administrative support within a busy environment. This diverse role requires a flexible, relationship-based, values-led approach as our first point of contact for all visitors.

Objectives

- Meet and greet all visitors to the office in person or remotely, dealing with all general enquiries.
- Manage all incoming and outgoing communications including email, post, social media messages, and voicemail.
- Provide full administrative support including maintenance and management of files, case records and contact databases
- Maintain and manage the office petty cash/finance records
- Manage office supplies including stationery and general provisions
- Build and maintain a comprehensive, up-to-date log of local services
- Confidently use digital communications, social media and design tools to promote the service
- Assist the Senior Coordinator with volunteer recruitment, training, guidance and support and become a PVG signatory
- Supervise the Admin volunteers, ensuring they have a work plan and are assigned appropriate tasks
- Accurately collate and compile monthly statistics including OPAL Key Performance Indicators for reporting purposes
- Support Service Manager and team with any other duties that may reasonably be expected to fulfil the role

Other Duties

- Build trusted relationships through a values-led approach with staff, volunteers, service users, visitors and stakeholders
- Adhere to all Cyrenians policies and procedures and promote good practice particularly around confidentiality, health & safety, sustainability, inclusion and diversity.
- Participate in 6-weekly support and supervision.
- Attend external working groups, operational meetings and events as deemed relevant by line manager.
- Attend Cyrenians staff conferences and relevant training as directed by line manager.

Person Specification

Knowledge and Experience	
Proven experience in an office administration role	Essential
Ability to manage a varied workload within a busy office environment	Essential
Strong understanding of supporting older people and/or people who may be isolated, have long term health conditions, experiencing poor mental health or living in deprivation	Essential
Effective interpersonal skills for working with vulnerable people and building trusted relationships	Essential
Previous experience of working within the voluntary sector projects and services	Desirable
Able to confidently use a range of IT systems (Microsoft office)	Essential
Ability to work autonomously to plan workload, meet deadlines and also work as part of a team	Essential
Qualifications and Training	
Relevant qualification and/or training in topics such as administration, health and social care, trauma informed practice	Desirable
UK driving licence	Desirable
Values and attributes	
Able to demonstrate Cyrenians values of respect, integrity compassion and innovation	Essential
Organised, flexible and "can do" attitude	Essential

Terms and Conditions

Employer	Cyrenians
Line Manager	Senior Service Coordinator
Working hours	37 hours per week (full time)
Annual leave	25 days plus 10 public holidays pro rata
Salary	£22,248 - £23,560 per annum
Salary scale	Scale points 16 to 19
Contract type	Fixed term to 30 August 2027

Workplace	OPAL, 27 George Street, Bathgate, EH48 1PG
PVG Membership	Not required
Eligibility to work	Candidates should be able to evidence their eligibility to work in the UK
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%)
Closing date	Monday 25 th September 2023 at 12 noon
Interview date	Friday 29 th September and Monday 2 nd October

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

Further information can be found at www.cyrenians.scot