



KINHARVIE
Facilitating Potential



Administrator

Recruitment
Information
Pack



INTRODUCTION

Thank you for your interest in the role of Administrator at Kinharvie. This role is key to us pursuing our mission of co-creating life-giving spaces where potential is realised.

The role of Administrator sits right at the heart of our small team providing invaluable support to our facilitators. The Administrator is often the first point of contact for our clients and central to providing a warm 'Kinharvie welcome' when they visit our offices to attend meetings, training or coaching.

The successful candidate will join Kinharvie at an interesting time in our development. As well as maintaining our core services and products, we are seeking to develop a host of new products to meet the developing needs of our clients. We are also building and introducing a new CRM system to help us coordinate our efforts to provide even better tailored services to our clients.

We are seeking a highly effective, warm and energetic Administrator who has a 'can-do' attitude and a passion for working with people. Someone who has great organisational and administrative skills and experience, who can work alone and collaborate with others effectively.

If this sounds like you, I invite you to review the following pages and to apply to join our amazing team.



Paul Cummings
Chief Executive



ABOUT KINHARVIE

OUR FOUNDATIONS

Kinharvie is a charity and was established in 1980 by a religious order – the Marist Brothers. Our early work centred on supporting young people from the ages of 16 upwards to make meaning of the world around them. This grew organically into a focus on adult education, training and development with an emphasis in counselling and psychotherapy. As well as providing a highly successful counselling service, we were the first institution to deliver university accredited counselling training in Scotland at post-graduate and MSc levels. About 15 years ago we moved our focus from counselling to facilitating the learning and development of individuals (including young people), organisations and communities through coaching, training and organisation development (OD).

Whilst the Marist Brothers founded Kinharvie, we are now non-religious in our ways of working. We remain faithful to the founding spirit of Kinharvie: to release the untapped potential of individuals, organisations, and communities.

OUR VISION

A world where all people realise their potential, inspired by life-giving relationships with self and others.

OUR MISSION

To co-create an abundance of life-giving spaces where potential is realised.

OUR VALUES

We have four essential values which guide and shape all aspects of our work:

Presence – We show up in ways that ensure we are fully present to you and your needs.

Optimism – We believe everyone is doing the best they can with what they have and know at this moment in time.

Imagination – We reach beyond the obvious to discover what is possible.

Simplicity – Less is more.

We are currently seeking a competent and enthusiastic Administrator who aligns with our vision, mission, and values, and is committed to actively contributing to Kinharvie's realisation of this vision.

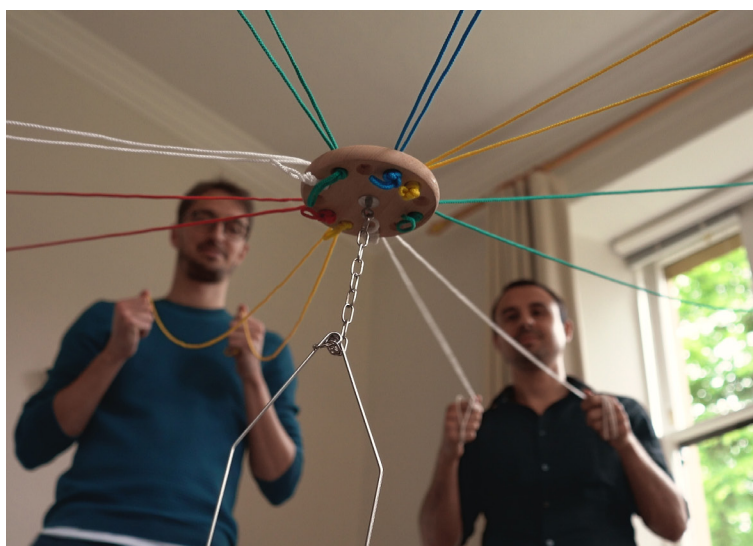


WORKING AT KINHARVIE

We are a compact team of five, with plans to expand by 1-2 members in the next six months. At Kinharvie, we foster a culture where individuals tend to remain committed; several of our staff members have dedicated many years to the charity. Following the COVID-19 pandemic, we have experienced heightened demand for our services to be delivered online, resulting in much of our work being conducted from home. However, we have more recently experienced increased requests for in-person engagements, leading us to spend more time at the office. The future balance between office-based and remote work will be largely determined by client requests.

We place significant emphasis on the quality of our working relationships. Commencing each week with a meeting to connect and review upcoming tasks, we also organise regular lunches and office days to foster team cohesion and stay informed about each other's projects.

Our work is diverse, contingent on the needs of the clients who engage us. Collaborating with a wide range of organisations, spanning social care, local government, communities, health, culture and heritage, environment, education, and religious communities, affords us a unique insight into various facets of the voluntary and statutory sectors. Successfully navigating this diverse landscape requires us all to be adept at managing competing priorities.



ADMINISTRATOR – Job Description Overview

JOB SUMMARY

Contributing to Kinharvie's mission of co-creating life-giving spaces where potential is realised by supporting our facilitators, maintaining efficient administrative operations and managing positive client relations.

ACCOUNTABILITY

The Administrator will report directly to the Chief Executive.

KEY RELATIONSHIPS

The Administrator will work closely with the Chief Executive, all Kinharvie facilitators, the Financial Administrator and with all clients.

SALARY

Ranging from £24,000 to £28,000 per annum

BASIS

Permanent – 5 days per week (subject to 4-month probationary period)

BASED

Kinharvie, 49 Dowanhill Street, Glasgow, G11 5HB but with the opportunity to work at home from time-to-time.

MAIN DUTIES

The main duties for role of Administrator include:

- ✧ *Supporting facilitators to maintain positive client relationships through effective communication and administration of correspondence, contracts and invoices.*
- ✧ *Maintaining accurate and organised records of client contracts, project documents and administrative files.*
- ✧ *Ensuring Kinharvie is a welcoming and comfortable environment for client meetings, training, coaching and organisation development activities.*
- ✧ *Arranging travel logistics for facilitators including flights, accommodation/ transportation and administering travel expenses.*
- ✧ *Working with facilitators to promote Kinharvie by updating our website, social media channels, and sending email updates to our network.*
- ✧ *Providing administrative support to facilitators including timetabling and minuting of meetings.*



ROLE RESPONSIBILITIES

1

ADMINISTRATIVE SUPPORT

- a) Provide comprehensive administrative support to facilitators including scheduling, document preparation and coordination of public programmes and related tasks.
- b) Prepare flipcharts, materials and equipment for in-person and online client engagements as directed by facilitators.
- c) Monitor and replenish stationery used by facilitators.
- d) Organise and minute team meetings.
- e) Play a role in ensuring and maintaining compliance with GDPR and other regulatory requirements related to our activities.
- f) To administer, maintain and support the development of Kinharvie's databases, principally our CRM.

2

CLIENT RELATIONSHIP SUPPORT

- a) Act as a liaison between facilitators and clients, ensuring clear and efficient communication.
- b) Respond promptly to client enquiries and concerns, providing information and assistance as needed.
- c) Administer and manage contracts and invoices related to client engagements.
- d) Maintain accurate client contact information and communication history.

3

CLIENT HOSTING AND HOSPITALITY

- a) Manage room bookings for the different activities hosted at Kinharvie.
- b) Provide a warm welcome to all those who visit Kinharvie.
- c) Purchase, lay out and clear away refreshments for those attending meetings, training and coaching at Kinharvie.
- d) Prepare rooms for events hosted at Kinharvie and clear away materials at the end of an event.
- e) Liaise with the Financial Administrator to ensure any damages or malfunctioning equipment affecting clients and staff are repaired as soon as possible.



4

TRAVEL LOGISTICS COORDINATION

- a) Arrange and coordinate travel logistics for facilitators including booking flights, rail travel and accommodation etc.
- b) Track and manage expenses incurred during travel and maintain accurate records for re-imbursement.

5

PROMOTION OF KINHARVIE'S ACTIVITIES

- a) Collaborate with facilitators to update and maintain Kinharvie's website and social media channels with current and relevant information.
- b) Send regular email updates to Kinharvie's network to resource our clients and to inform them of our recent activities and upcoming offerings.
- c) Support different promotional efforts and monitor/collate reports on their effectiveness.

6

STAFF MENTORING AND SUPERVISION

- a) An aptitude and willingness to mentor and supervise a possible assistant administrator / apprentice in the future.

7

OTHER GENERAL

- a) Undertake such other reasonable duties and tasks as requested from time-to-time by facilitators at Kinharvie.



PERSON SPECIFICATION

	DESIRABLE	ESSENTIAL
Education and Professional Qualifications	<ul style="list-style-type: none"> ➤ Relevant Higher National Qualification or equivalent qualification and experience, or ability to demonstrate the competencies required to undertake the duties associated with the level of post, having acquired, the necessary knowledge and skills in a similar role 	
Experience / Training	<ul style="list-style-type: none"> ➤ Minimum of three years administrative work experience. 	<ul style="list-style-type: none"> ➤ Experience of office management ➤ Experience of finance administration
Specific Aptitude	<ul style="list-style-type: none"> ➤ High level of competence in the Microsoft Office suite, accounting packages, CRM management, email and the web ➤ Excellent organisational skills ➤ Excellent accuracy and attention to detail ➤ Ability to work on your own and in a team 	<ul style="list-style-type: none"> ➤ Experience of managing a CRM using Salesforce ➤ Experience of managing social media channels
Interpersonal Skills	<ul style="list-style-type: none"> ➤ Excellent communication skills – verbal and written ➤ Excellent interpersonal skills ➤ Recognition of the sensitivities of the work ➤ Ability to maintain confidentiality 	
Special Factors	<ul style="list-style-type: none"> ➤ Positive, energetic and enthusiastic approach to work ➤ Flexibility ➤ Willingness to learn and to develop additional skills ➤ Good attendance record ➤ Sympathy with and an understanding of the work of charitable and not for profit organisations 	<ul style="list-style-type: none"> ➤ Ability to work outside normal office hours occasionally (including weekends)



TERMS & CONDITIONS OF THE ROLE

SALARY

Ranging from £24,000 to £28,000 per annum.

CONTRACT

This is a permanent appointment (subject to the four months probationary period). The standard working pattern will be 37.5 hours worked over five days per week.

LOCATION

Kinharvie, 49 Dowanhill Street, Glasgow G11 5HB (with opportunities to work from home from time-to-time).

ANNUAL LEAVE

25 days plus 11 public/local holidays.

PENSION

The employee is contracted into the State Pension Scheme.

HOW TO APPLY

To apply, email the following to **info@kinharvie.org.uk**:

- ✦ A full CV including details of two referees who can be contacted if you are selected by the interview panel for the post.
- ✦ A supporting statement of no more than two pages (A4, font size 12) which outlines:
 - *why you are a suitable candidate for the post*
 - *your motivations for applying*
 - *the aspects of the job description and work of Kinharvie which particularly attract you to the post*
 - *confirmation you are free, if shortlisted, to attend the selection process at each round:*

Round One – 15th or 17th January

Round Two – 31st January

The closing date for applications is **12:00pm on Tuesday, 9th January 2024.**

Please submit any questions you have about the post to **info@kinharvie.org.uk**

***Please note that the information you provide in your application will be used only for the purpose of recruitment and selection and will be held in accordance with the Data Protection Act 2018.*



RECRUITMENT TIMETABLE

Closing date	<i>12pm, 9th January, 2024</i>
Shortlisted candidates informed	<i>By 5pm on 11th January, 2024</i>
Round 1 of Interviews	<i>15th January or 17th January 2024 (candidates will be invited to interview on one of these dates)</i>
Shortlisted candidates informed	<i>By 5pm on 19th January, 2024</i>
Round 2 – Selection Process	<i>31st January, 2024</i>
Successful candidate informed	<i>1st February, 2024</i>





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Registered Charity No. SC000565
www.kinharvie.org.uk