

JOB DESCRIPTION

Capacity Building Administrator

Closing Date:	Friday 8 th March 2024 (5pm)
Contract Details:	<p>Permanent, part-time, 30hrs per week</p> <p>£23,218 to £24,474 FTE per annum (pro rata for part-time staff) dependent on experience</p> <p>Hybrid working – principally working from home with an office base in Glasgow or Edinburgh.</p>

February 2024

Dear Applicant,

Thank you for your interest in working for LGBT Youth Scotland.

Who we are:

We are Scotland's national charity for LGBTQ+ young people. LGBTQ+ stands for lesbian, gay, bisexual, trans, queer & questioning, and the positive '+' aims to represent and respect everyone on the gender and sexuality spectrum, including intersex.

Young people are so important – they are the future of Scotland; our future leaders, teachers and parents. Life can be tough for any young person, but LGBTQ+ young people face unique and additional barriers to achieving all they can, and that is why LGBT Youth Scotland exists. For more than 20 years we have been creating safe spaces where LGBTQ+ young people aged 13-25 can flourish; reaching their full potential in life, work and education. We believe Scotland can be a place where all young people can thrive, so we work alongside LGBTQ+ young people to remove those barriers both individually, and by amplifying collective voices to influence change.

Young people are the heart of everything we do: Through our innovative youth work which empowers young people to feel a sense of belonging, and achieve their own goals; Through our equality accreditation programme, the LGBT Charter - we ensure the places young people live, learn and work are as inclusive as possible; Through our youth participation and policy work we position young people as experts in their own lives and amplify their voices to decision makers to inform positive change.

LGBT Youth Scotland is run by a team of 50 staff, 10 Trustees and over 100 volunteers. We currently support over 1,000 young people directly across our services each year, and over 30,000 young people indirectly through the LGBT Charter.

With only 65% of respondents to the latest *Life in Scotland for LGBT Young People survey* (2022) telling us that Scotland is a good place to be LGBTQ+ (down from 81% in 2017, we know there is work to do, but we believe a truly inclusive Scotland is possible and that together we can make that a reality. To find out more, please visit our website at www.lgbtyouth.org.uk where you can view the many aspects of our work.

How we work:

LGBT Youth Scotland is focused on being led by young people while supporting them to develop in a safe and supported environment. We achieve this through our excellent team of staff and volunteers who all make a significant difference in young people's lives. It is our passion and drive to support young LGBTQ+ people across Scotland that defines us as a team and underpins all we do.

We believe that supporting our staff and volunteers to be healthy, safe, and happy in their roles is essential to delivering high quality services. We invest in our team so we better support the young people we engage with across Scotland.

LGBT Youth Scotland is a values-led organisation. Our core values are:

- **Inclusion** – We champion young people's rights. We welcome everyone who actively works to make things better with and for young people, building a more diverse and accessible community where everyone feels valued.
- **Innovation** – We are led by the needs and views of LGBTQ+ young people to take an imaginative and creative approach in everything we do.
- **Empathy** – We listen to, learn from and empower one another which helps us actively influence positive change. We do this by being kind, honest and compassionate in our decision making.
- **Respect** – We value young people, our partners, ourselves as individuals and each other. We value and recognize the contributions, qualities and achievements we all make.

This Role:

As the Capacity Building Administrator, you will play an important part in helping us deliver the LGBT Charter programme that is directly creating inclusive education settings, organisations, and workplaces across Scotland. We are looking for an individual who can provide high quality administrative and operational support with strong organisational and communication skills. As the LGBT Charter programme grows, you will help support the Capacity Building Team and client bases by ensuring that we are growing the LGBT Charter sustainably and with impact.

Your employment will be confirmed after successful short-listing, interview and any necessary checks including a basic disclosure, references, and your right to work in the UK.

If you feel you have the relevant experience and can meet the essential criteria in the job role, we would love to hear from you. We always welcome applications

that clearly demonstrate the skills and criteria we need, whether that be in a professional or volunteer capacity.

We also appreciate that the best person for the job might not have all the essential and desirable criteria, so if you are unsure whether your skills and experience fit the specification, please contact us for an informal conversation prior to applying.

We look forward to receiving your application.

Michelle McCartney
Interim Senior Education Manager

Role Information

Terms & Conditions

- ➔ **Job Title:** Capacity Building Administrator
- ➔ **Contract:** Permanent
- ➔ **Annual Pay:** £23,218 to £24,474 FTE (pro-rata for part-time)
- ➔ **Location:** Hybrid working (a combination of working from home and an office in either Glasgow or Edinburgh)
- ➔ **Hours:** Part-time, 30 hours per week over 4 or 5 days
- ➔ **Leave:** 35 days per annum, inclusive of 10 days over Christmas and New Year (pro rata for part-time staff)
- ➔ **Probation:** 6-month probation period
- ➔ **Pension:** Auto-enrolment with TPT Solutions Flexible Retirement Plan
- ➔ **Benefits:** Enhanced sickness, maternity, paternity, and adoption policies. An annual leave entitlement that increases by 2 days after 3 years length of service (pro-rata for part-time staff). Flexible and agile working options and up to 3 days leave to volunteer for another organisation.

Equality Statement:

LGBT Youth Scotland embraces and celebrates diversity and equal opportunity for all. We are committed to building a diverse and inclusive team which leads to better discussion, decision making and impact. We want to hire the right candidate for each role and are committed to promoting the human rights and dignity of each human being, including equality of opportunity inclusive of sexual orientation, gender or transgender identity, race, age, disability, religion or belief and socio-economic status. We work to ensure that our services are accessible and that there is an inclusive working environment for all staff and volunteers. We support flexible working arrangements and adjustments where needed.

How to apply:

Visit www.lgbtyouth.org.uk/careers and fill in the online application form for your chosen job. If you want to help us make LGBT Youth Scotland a more diverse organisation then please also fill in the equal opportunities monitoring form which is kept separately from your application form and is not used as part of the short-listing process.

Please e-mail helpdesk@lgbtyouth.org.uk if you need the application form in an alternative format including large print.

Shortlisted candidates will be invited for an interview held digitally.

For information or guidance on this position contact:

michelle.mccartney@lgbtyouth.org.uk

ROLE PROFILE

Role Title: Capacity Building Administrator	Team: Capacity Building Location: Hybrid combination principally homeworking but with an office base in Glasgow or Edinburgh	
Contract: Permanent, part-time Pay: £23,218 to £24,474 FTE per annum (pro-rata for part-time) Hours: 30 hours per week	Reports to: Michelle McCartney, Interim Senior Education Manager	Agreed by: Mhairi Crawford Date: February 2024
Core Purpose of the Role: <ul style="list-style-type: none"> To provide effective administration support to the Capacity Building Team and LGBT Charter Managers across the organisation. To liaise with key staff in the Capacity Building Team and clients, always providing a professional and efficient level of service, and contributing to the success of our LGBT Charter through excellent supporter care. 		
Principal Responsibilities: <ul style="list-style-type: none"> To provide administrative support to the Capacity Building Team. To contribute to the sustainable generation of income for the charity through processing enquiries and sign ups to the LGBT Charter, LGBT Awareness Training and any future programmes. To adhere to a calendar of regular communication with clients in line with the timelines of each programme. To hold responsibility for the Capacity Team’s Inbox, responding directly to emails and/or forwarding on to managers where appropriate. To process all enquiries by phone and/or email - responding directly, ensuring clients feel valued and respected, or passing to the right member of the team. To process all sign-ups by logging them, thanking clients and complying with finance procedures. To produce monthly client reports and highlight trends. 		

- To develop administrative systems which contribute to the efficiency of the team and make the best use of our human and IT resources.
- To maintain Charter accounts on CRM systems, ensuring data is clean and compliant.
- To oversee all relevant training calendars and liaise with clients to book in training from initial contact.
- To manage and maintain online training participants through the Moodle platform, to generate completion and evaluation reports, and handle all user enquiries.
- To utilise spreadsheets and relevant online platforms to maintain LGBT Charter processes and bookings.
- To support with marketing and outreach by setting up processes to contact prospective Charter clients and organisations for training.
- To play a key role in maintaining and updating the LGBT Charter Hub.
- To work independently on tasks set by the team and work collaboratively to support the LGBT Charter team develop ideas and solve problems.
- To support any volunteers working within the Capacity Building Team.
- To support LGBT Youth Scotland events as needed.
- To attend organisational meetings face to face as required.
- To carry out such other duties as agreed with the organisation.

Responsible Standards:

- To ensure that our work is of the highest possible quality and that it impacts positively on LGBTQ+ young people.
- To work in line with the principles, values and standards in community learning and development.
- To ensure that all staff, partners, volunteers and young people of LGBT Youth Scotland are respected, valued and safe.
- To understand and abide by the policies of the organisation including Health and Safety, Equality, Diversity & Human Rights, Confidentiality, and the Safeguarding.

CANDIDATE SPECIFICATION

	Essential	Desirable
Education & Qualification	<ul style="list-style-type: none"> • Demonstrable experience in an administrative role 	<ul style="list-style-type: none"> • An admin-related national vocational qualification (NVQ)
Experience, Knowledge and Expertise	<ul style="list-style-type: none"> • Experience of working with a range of online tools and platforms • Ability to learn quickly • Proficient in the use of Microsoft Teams and Microsoft Office applications, with strong keyboard skills • Demonstrable experience using a CRM to manage supporter data • Excellent Excel data management skills • Experience of working in a team and able to use own initiative • Excellent oral and written communication skills and telephone manner • Deadline-driven and highly organised • Keen eye for detail and the ability to prioritise workload • Experience of working with a range of online tools and platforms or ability to learn quickly 	<ul style="list-style-type: none"> • Experience of using Moodle, Donorfy, Microsoft SharePoint or other learning platforms and CRMs • Knowledge of equalities issues and the issues affecting LGBTQ+ young people

Critical Personal Attributes	
Delivering results	<ul style="list-style-type: none"> ➔ Highly organised with a commitment to effective planning, delivery, and monitoring of work ➔ Able to work to deadlines whilst managing multiple tasks simultaneously ➔ Enjoy streamlining processes and identifying areas for improving workflow ➔ Flexibility in approach and delivery of work
Personal effectiveness	<ul style="list-style-type: none"> ➔ Ability to confidently communicate with others to convey key messages ➔ Ability to adapt to change, solve problems and take on new challenges ➔ A team worker who can engage and work with colleagues across the charity
Person centred	<ul style="list-style-type: none"> ➔ Confident dealing with external stakeholders and colleagues
Working practices	<ul style="list-style-type: none"> ➔ Proactive in working towards programme development and improvement ➔ Ability to think outside the box and come up with new ideas for improvement and streamlined systems