

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: PA/Executive Support

Contract: Permanent, 35 hours per week

Location: Edinburgh (office based), with some travel throughout Scotland

Salary: £28,769.36 - £32,398.97 (depending on experience)

We will review applications daily and will be in touch as soon as possible if we'd like to invite you for an 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 send us an email at hello@rocktrust.org

Mission Statement

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

Context

We are looking to recruit an experienced executive support professional into our Corporate Services department to provide additional support to the CEO and Senior Management Team (SMT) - (2x Head of Services, Head of Income Generation and Head of Corporate Services), with executive and governance support. This role is suited to someone who is great at managing conflicting priorities, supporting a leadership team, working to tight deadlines, proficient in Microsoft applications and can handle confidential information.

This is a new role, and we are looking for someone with experience to lead and guide the SMT. This role would suit individuals from a PA or Executive support background.

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

- Organisation
- Reliability
- Professionalism
- Proactivity

Reporting to

People and Business Support Manager

Job Description

Responsibilities

Executive Support:

- Provide full administrative and secretarial support to the CEO – including but not limited to ensuring the CEO's diary is planned from a short and long-term perspective (using judgement and an understanding of business priorities to make changes when required), manage the CEO's time appropriately (applying judgments and decision making wherever necessary which enhances the effectiveness of CEO), screen and control incoming mail and telephone calls (drafting responses, redirecting or obtaining additional information on own initiative), manage business and personal information of a highly confidential nature (assessing and identifying the level of disclosure), reconcile the CEO's credit cards, expenses and invoices (liaising with the Finance Team when required), prepare, communicate and follow up on KPI's on behalf of the CEO.
- With the Fundraising and Communications Team, coordinate internal/external communications and reporting, on behalf of the CEO and/or SMT.
- Organise all aspects of travel for the CEO and/or SMT - including but not limited to flight/train/bus/taxi arrangements, itinerary, meals, accommodation.
- Supporting the CEO and/or SMT with preparations, when they attend conferences, workshops and other relevant groups/events.
- Prepare reports and/or presentations for meetings, events and seminars on behalf of the CEO and/or SMT.

Governance Support:

- Support the SMT with diary management, meeting support, report coordination and minute taking including confidential meetings, where appropriate.
- Support the company secretary with Board Governance, where required – including but not limited to ensuring all board and committee meetings are scheduled, agendas are created, papers are circulated and updating governance on the OSCR and Companies House websites.
- Be the first point of contact for all board members on matters related to actions for the SMT, in terms of Board/Committee meetings.
- Minute take board and committee meetings, where required.

Business Support:

- Oversee and undertake internal projects, creating and managing project plans.
- Supporting the SMT with monitoring, reviewing and updating of organisational policies and procedures.
- Support the People & Business Support Team with covering reception and reception-based tasks, when required.

Job Description

- In consultation with the CEO, manage, communicate and organise all aspects of staff away day events – producing agendas, presentations, associated paperwork, booking rooms, equipment, refreshments & lunches/restaurants, gifts, awards etc.– liaising with the wider Management Team, where required.
- Ensure a thorough awareness, application and adherence of organisational policies and procedures and promote best practice.
- Contribute to achieving the agreed standards of service and targets reflecting the aims and objectives of the Rock Trust, service level agreements or guidelines provided by statutory and regulatory authorities.

Leadership and Development

- As part of the Corporate Services Team, provide effective and professional leadership, supporting and promoting the activities of Rock Trust and contributing significantly to building a high performing organisation.
- To provide visible leadership and motivate staff to ensure that delegated responsibilities are achieved, and effective communication maintained.
- 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.
- Work with the SMT to support the planning and implementation of new business strategies.

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

Essential

- Significant experience working in an Executive Support, PA role
- Experience supporting members of a Senior Management Team
- Experience working with Office 365, such as Teams, SharePoint, Forms, Power Automate.
- Confident and proficient user of MS Word, Excel and Outlook
- Experience working with confidential information
- Experience in taking formal minutes
- Experience in organising all aspects of a booking process and arranging meetings and conferences
- Confident communicator with excellent interpersonal skills
- Excellent organisation and time management skills
- Excellent written skills and attention to detail
- Ability to work to tight deadlines under one's own initiative, with a can-do attitude
- Works well on own and/or as part of a team
- Willingness to work on a flexi time system involving attendance at events outside of office hours
- Creative approach with a passion for problem-solving and pursuing new ideas and initiatives
- Willingness to travel across Scotland to attend meetings and events

Desirable

- Relevant qualification at SCQF level 7 or above, such as:
 - HNC in Administration
 - HNC in Business

or equivalent qualification for above

- Experience supporting a Board of Trustees
- Experience working with cloud-based solutions
- Knowledge and awareness of GDPR
- Knowledge of youth homelessness issues

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!