



Job title: Respitality Coordinator

Part-time (28 hours per week)

Base: Shared Care Scotland offices, Dunfermline. Hybrid working applies and a copy of our Hybrid (Remote) Working Policy is available on request.

Responsible to: Respitality Manager

Job purpose:

[Respitality in Scotland](#) has been in operation since 2015. It currently operates in 24 local authority areas and has been able to support over 5,000 unpaid carers thanks to the generous support of over 500 businesses in the hospitality, tourism and leisure sector.

The overall purpose of the Respitality Coordinator post is to contribute to the ongoing success and growth of Respitality in Scotland in collaboration with our supporters in the third sector and within the hospitality, tourism and leisure sector. Specifically, the Respitality Coordinator will work with the Respitality Manager, ensuring that our local and national Respitality partners have the practical support and assistance they need to deliver Respitality to the highest standards, achieving the best possible outcomes for all our stakeholders, including carers and cared-for people.

Key result areas:

The Respitality Coordinator will:

- Have responsibility for the development and delivery of a support and training plan for the network of Respitality delivery partners.
- Work with local carer support services in developing and delivering Respitality in their regions, as well as working with the Respitality Manager to recruit new regions and build business participation.
- Work with communications colleagues to raise the profile of Respitality through media outlets and other promotional activities.



- Maintain our website and online portal to support the local development and operation of Respitality.
- Monitor and report on the progress and outcomes of Respitality in each region.
- Maintain effective relationships with our hospitality sector partners in Scotland.

Key tasks and responsibilities:

Support of local carer support services

- Together with the Respitality Manager, support the development and delivery of Respitality, specifically through regular communications and practical assistance to our Respitality delivery partners.
- Working with local Respitality delivery partners to identify and develop support materials and systems to help them deliver their programme in an efficient and effective way.
- Working closely with the Respitality Manager to recruit local carer support services to the Respitality programme through presentations and other promotional activity.

Profile raising

- Collaborating with the Respitality Manager and communications colleagues to develop and implement a communications plan for Respitality including identifying and creating impactful case studies from carers and businesses for media and reporting purposes.
- Sourcing and creation of engaging content for dissemination to relevant media outlets (social media/local/national/hospitality outlets etc.).
- Creating and disseminating a quarterly online newsletter to our stakeholders.

Monitoring and reporting

- Ongoing record keeping and data analysis internally and externally.
- Producing quarterly reports for the Respitality Manager on operational tasks and outcomes.
- Maintenance of our website, both front-facing and our administration portal.
- Contributing to ongoing development of the Respitality initiative.



Hospitality, tourism & leisure sector engagement

- Sourcing and management of national break offers from businesses at both local and national level in partnership with the Respitality Manager.
- Build and sustain positive ongoing relationships with Respitality supporters within the tourism sector by attending relevant networking opportunities within the tourism sector.
- Working with the Respitality Manager to organise and host the Ambassadors and Global Network meetings and associated tasks

This job description is indicative of the nature and level of responsibilities associated with this job. It is not exhaustive, and the job holder may be required to undertake other duties and responsibilities commensurate with the grade.

Key contacts:

Internal

- Respitality Manager
- Head of Policy and Communications
- Communications Assistant
- Chief Executive
- Head of Operations
- Office Administrator
- Short Breaks Fund Team
- Board of Trustees

External

- Respitality Delivery Partners
- Respitality Tourism Ambassadors
- Respitality Tourism Donors
- Local carer centres
- Website support team
- Local authority and HSCPs



Person specification:

Essential attributes and skills	Essential	Desirable
Proven track record of managing and reporting on project work to deadlines, with the ability to forward plan	<input checked="" type="checkbox"/>	
Strong interpersonal skills, including being tactful, respectful, good humoured and the ability to be solution focused	<input checked="" type="checkbox"/>	
Able to demonstrate strong communication and presentation skills	<input checked="" type="checkbox"/>	
An enthusiastic, passionate and creative approach to engaging people	<input checked="" type="checkbox"/>	
Experience of collating quantitative and qualitative data as a form of monitoring and reporting, with attention to detail and accuracy	<input checked="" type="checkbox"/>	
Ability to work across different external stakeholder groups and sectors to create successful working relationships	<input checked="" type="checkbox"/>	
Proficient IT skills of using MS Office and web-based applications	<input checked="" type="checkbox"/>	
Understanding of, and passion for, the purpose, aims and values of Shared Care Scotland, and the Respatiality initiative	<input checked="" type="checkbox"/>	
A willingness to further develop skills and undertake training where required	<input checked="" type="checkbox"/>	
Experience and knowledge of the third sector/voluntary sector		<input checked="" type="checkbox"/>
Understanding of issues related to unpaid caring/disability/managing a long-term condition		<input checked="" type="checkbox"/>
Experience of social media channel management and creating media content, particularly for social media purposes		<input checked="" type="checkbox"/>
Experience of working in the hospitality and/or tourism sectors and of networking in these sectors		<input checked="" type="checkbox"/>
Experience of using sales techniques including negotiation, particularly within the tourism sector		<input checked="" type="checkbox"/>

