

# JOB DESCRIPTION

## Capacity Building Manager

<b>Closing Date:</b>	Monday the 22 <sup>nd</sup> of July 2024 at 12pm
<b>Interview Date:</b>	29 <sup>th</sup> July 2024 and/or 1 <sup>st</sup> August 2024
<b>Contract Details:</b>	<p><b>Salary:</b> £32,561 - £35,024 (FTE 37hrs, pro-rata for part-time staff)</p> <p><b>Contract:</b> Permanent, Full-Time, 37hrs per week (part time hours as low as 30 hours per week will be considered)</p> <p><b>Location:</b> Hybrid working; a combination of working from home, our offices, local travel and regular travel to other parts of Scotland</p>

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June 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 49 staff, 7 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](http://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:

We are looking for a dynamic and experienced manager who is passionate about making a difference to the lives of LGBTQ+ young people and is committed to doing that through this strategic role.

As Capacity Building Manager, you will have an important role in developing the LGBT Charter as an invaluable inclusion programme supporting young people across Scotland, ensuring that the places where LGBTQ+ young people work, access services and learn are inclusive and welcoming. You will be responsible for a team who develop and deliver the Charter Programme and it's aligned training packages whilst having a strategic goal of building partnerships and networks across Scotland.

This is an exciting role as we look to grow the LGBT Charter programme over the next 5 years; supporting young people to access inclusive education, services and workplaces.

We are looking for an individual who fits with the values of LGBT Youth Scotland, building strong relationships and partnerships both internally and externally, developing the LGBT Charter which is integral to our mission and vision. You will have strong organisational and communication skills as well as knowledge and experience in delivering and growing a commercial inclusion programme.

Your employment will be confirmed after successful interview and any necessary checks including a basic disclosure, references, and your right to work in the UK. The Charity will complete these checks with you

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 [michelle.mccartney@lgbtyouth.org.uk](mailto:michelle.mccartney@lgbtyouth.org.uk) for an informal conversation prior to applying.

We look forward to receiving your application.

**Michelle McCartney**

**Interim Senior Capacity Building Manager**

## Role Information

### Terms & Conditions

- **Job Title:** Capacity Building Manager
- **Contract:** Permanent
- **Pay:** £32,561 - £35,024 per annum (FTE)
- **Location:** Hybrid working, a combination of working from home, our offices, local travel and regular travel to other parts of Scotland.
- **Hours:** Full-time, 37 hours per week (part time hours as low as 30 hours a week will be considered)
- **Leave:** 37 days per annum, inclusive of 10 days over Christmas and New Year
- **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.  
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. The more inclusive we are, the better we can make Scotland for LGBTQ+ young people. We are committed to building a diverse and inclusive team which leads to better discussion, decision making and impact. It also better reflects the young people and society we support.

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](http://www.lgbtyouth.org.uk/careers) to download the job pack.

Diversity and inclusion are at the heart of what we do. If you want to help us evidence the diversity at LGBT Youth Scotland, 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](mailto: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 in Glasgow.

For information or guidance on this position contact: [michelle.mccartney@lgbtyouth.org.uk](mailto:michelle.mccartney@lgbtyouth.org.uk)

### ROLE PROFILE

<b>Role Title: Capacity Building Manager</b>	<b>Team:</b> Capacity Building <b>Location:</b> Hybrid working; Glasgow or Edinburgh	
<b>Pay:</b> £32,561 - £35,024 <b>Contract:</b> Permanent <b>Hours:</b> Full-time 37 hours per week	<b>Reports to:</b> Michelle McCartney, Interim Senior Capacity Building Manager	<b>Agreed by:</b> Mhairi Crawford <b>Date:</b> June 2024

#### Core Purpose of the Role:

- Working with the Senior Capacity Building Manager and wider Capacity Building team, responsible for developing and delivering the LGBT Charter programme to employers, service providers and education establishments to ensure better environments for LGBTQ+ young people, and increase earned income.
- This role will focus on ensuring the LGBT Charter is developed and delivered to a high standard through effective project and people management, growing delivery and income whilst maintaining a positive experience for charter clients, and maximum impact for young people accessing or working with them.

#### Principal Responsibilities:

- To manage LGBT Youth Scotland’s LGBT Charter development and delivery, ensuring work is delivered to a high standard, on time, on target and with measurable impact
- To oversee the development and delivery of the LGBT Charter programme:
  - Support implementation of the LGBT Charter for Workplaces and stand-alone training module(s) including route to market, building a pipeline and delivery of the programme to meet income targets
  - Manage and support the team
  - Oversee sign-ups, processes and ensure client management standards
  - Directly support LGBT Charter clients, including delivering and developing training and other materials
  - Create and implement a plan to ensure strategic growth and ensure key achievements are celebrated internally and externally
- To effectively manage staff and volunteers to implement programme deliverables; supporting them to plan, perform and develop their skills and knowledge
- To work in partnership with organisations, colleagues and young people, recognising and respecting their expertise and knowledge
- To work within LGBT Youth Scotland’s framework of policies and procedures, particularly in relation to HR, GDPR and financial management
- To contribute to key organisational priorities outlined in LGBT Youth Scotland’s Strategy and other tasks as required

**Key Priorities over the next 12 months:**

- Build the profile and reputation of the LGBT Charter for Workplaces, securing the year one targets and building a strong pipeline for growth
- Support development of an ambitious but achievable programme for growth of all three charter strands
- Ensure robust financial management of income generation, meeting or exceeding annual targets

**Responsible Standards:**

- To ensure that our work is of the highest possible quality and that it impacts positively on LGBTQ+ young people.
- To demonstrate strong management and leadership internally and be recognised as good ambassador externally.
- 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 GDPR.
- To carry out such other duties as agreed with the organisation.



### CANDIDATE SPECIFICATION

	Essential	Desirable
<b>Experience, Knowledge and Expertise</b>	<ul style="list-style-type: none"> <li>• Experience of project management</li> <li>• Experience of effective people management</li> <li>• Experience of project planning, development, management and evaluation</li> <li>• Experience of managing effective teams</li> <li>• Engaging presentation and public speaking skills for events and training</li> <li>• Experience of project planning, evaluation and gathering and evidencing impact</li> <li>• Financial management and budgetary control</li> <li>• Experience of delivering training</li> <li>• Understanding of Equality Charter Models</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of developing business models</li> <li>• Third sector experience</li> <li>• Professional qualification in leadership and/or social business development</li> <li>• Knowledge and understanding of human rights approaches</li> <li>• Experience of working in diversity &amp; equality or human rights</li> <li>• Experience of generating income through a social enterprise/business</li> <li>• Experience of developing an Equality Charter</li> <li>• Knowledge of the LGBT Youth Scotland Charter</li> </ul>

Critical Personal Attributes	
<b>Delivering results</b>	<ul style="list-style-type: none"> <li>• Works in a values-led way</li> <li>• Maintains the highest personal and professional standards</li> <li>• Ability to focus staff and resources on the delivery of objectives and key outcomes</li> <li>• Excellent project management skills, including the ability to work with a number of outcomes and stakeholders</li> <li>• Conscientious approach to meeting deadlines and delivery of work to meet the needs of supporters and other stakeholders</li> <li>• Effectively working with the wider organisational team</li> <li>• Ability to adapt positively to change, solve problems and take on new challenges</li> </ul>



<p><b>Personal effectiveness</b></p>	<ul style="list-style-type: none"> <li>• Excellent interpersonal skills including written and presentation skills</li> <li>• Excellent organisation skills with a keen eye for detail</li> <li>• Ability to articulately and confidently communicate with others to convey key messages</li> <li>• Ability to build effective relationships with colleagues, funding authorities and external stakeholders</li> <li>• Comfortable and able to deal with challenging situations in a professional and positive manner</li> <li>• Ability to reflect on own practice and learn from own experiences and those of others</li> <li>• Ability to motivate and empower others</li> <li>• Ability and resilience to deal with high pressured workload and competing demands</li> </ul>
<p><b>Young Person centred</b></p>	<ul style="list-style-type: none"> <li>• A respect for LGBTQ+ young people</li> <li>• Awareness of the issues which can affect LGBTQ+ young peoples’ lives</li> <li>• Awareness and commitment to the inclusion of young people’s voices</li> <li>• Ability to work with supporters to match their needs to the needs of the organisation</li> </ul>
<p><b>Working Practices</b></p>	<ul style="list-style-type: none"> <li>• Able and willing to travel across Scotland to deliver work</li> <li>• Ability to work digitally and run training in a digital format.</li> <li>• Ability to work flexible hours (including evenings), with a time off in lieu (TOIL) system</li> <li>• Actively seeks out opportunities to continually improve performance.</li> <li>• Commitment to individual rights, equality, and anti-discriminatory practice</li> </ul>