



People Support Coordinator

Candidate Pack

September 2024



About LGBT Health and Wellbeing

LGBT Health and Wellbeing was established in 2003 to improve the health and wellbeing of lesbian, gay, bisexual, and transgender (LGBT+) people in Scotland. We're a nationally respected charity that provides support services and social spaces that improve health and wellbeing, reduce social isolation, and increase community connection.

Although we are known as 'LGBT' Health and Wellbeing, we provide support and services to the entire diversity of the LGBT community across Scotland including queer, intersex, asexual people and all identities under the LGBTQIA+ umbrella. We also support families and friends of LGBTQ+ people, and health and social care professionals working with LGBTQ+ people, as well as those questioning or wanting to discuss their sexuality or gender identity.

As well as providing support programmes for LGBTQ+ people, the organisation directly contributes the expertise of our community members to a wide range of individuals and organisations, including the Scottish Government in an effort to influence the development of law, policies, and strategies.

We are increasingly recognised as a 'go to' organisation in relation to LGBT issues, especially concerning older people, trans wellbeing and mental health. We raise awareness of the lived experiences, needs, barriers and inequalities LGBT adults' experience, by providing a strong, informed and credible voice for the interests of LGBT people

LGBT Health and Wellbeing's current high-level objectives are to:

- Make a real difference to our community.
- Generate funds from a diverse income stream, and increase awareness of our organisation.
- Attract and retain the best possible team of staff and volunteers who are suitably placed to serve our community.
- Develop and implement effective and efficient organisational processes and systems.



The People Support Coordinator is a critical role in helping us achieve all of these, especially the fourth objective regarding systems and processes.

You can read more about our aims within these objectives [here](#).

About this role

Our People Support Coordinator is a key role for LGBT Health and Wellbeing. This is a diverse role with a People and HR focus, and would suit a well-organised, people-motivated person who is interested in pursuing a career in HR.

On starting your role, you will be responsible for HR administration: paying attention to detail in documents such as minutes, policies, recruitment documents etc. You will support managers to follow organisational policies and procedures and liaise with our external HR Advisors (HR Inform) to gain specialist advice.

You will work closely with the CEO and Finance Manager and share responsibility for managing the organisation's resources, technology, and offices. You will also offer excellent administrative and governance support to our CEO and Board, ensuring that Board and Subcommittee meetings are scheduled, meeting paperwork is organised and circulated in a timely manner, and that the CEO's calendar is managed efficiently.

Once settled in, you will be supported to understand the organisation's payroll with a view of providing cover when the usual responsible person is on leave. You will also be supported to pursue relevant HR qualifications in an effort to increase the organisation's internal expertise regarding HR law.

You will have a proven record of being people-focused, highly organised, demonstrate attention to detail, and have excellent written and verbal communication skills. You will also be trustworthy, reliable, and be able to form positive relationships with colleagues.

Some flexibility is required of the role as our quarterly Board and Subcommittee Meetings take place in the evenings (17:00-20:00 every quarter).

What the current post holder says

The best thing about this role is...

The variety of tasks and areas of the organization that I am involved in. Every day is different and there is always an opportunity to learn something new.

The thing I like least about this role is...

Limited resources means that there is sometimes a limit to the support that we can give. We'd often like to do more but we have to make difficult decisions about where to direct money for maximum impact for our staff, volunteers, and community members.

What I think about working for LGBT Health and Wellbeing...

This is such an incredible organisation to work for. It has been an overwhelmingly positive experience to work in such an affirming space with the most supportive colleagues. I felt there was a great balance of flexibility and autonomy with guidance and help when I needed it. It's a great team to be a part of and I'm so excited to see how LGBT Health and Wellbeing grows and evolves.

Role Profile

Role Title	People Support Coordinator
Responsible to	Chief Executive
Hours per Week	36 hours (full time)
Location	Edinburgh (EH6 8HW) or Glasgow (G5 0PQ) with Hybrid option
Salary	£28,211

Principal duties and responsibilities

HR administration

The post holder's main HR duties and responsibilities will be to lead on a number of regular proactive and reactive tasks, including, but not limited to:

- To be point of contact for staff HR queries and support both internal and external inquiries.
- Safely manage HR paperwork and records in relation to employees across the organisation.
- Liaise with externally appointed legal team (currently HR Inform) regarding complex personnel issues and report this to appropriate Managers and Senior Management.
- Support managers with HR practices and minute personnel meetings as required.
- Support the timely review of relevant policies and procedures.
- Writing and submitting reports on HR activities to SMT and the Board.
- Keep abreast of latest HR practices and advise SMT.
- Maintain a central record of staff absence and report on this to line managers on a quarterly basis.

Recruitment and employment

- Supporting staff recruitment including preparing job packs, arranging advertising, processing applications and assisting with arranging interviews.
- Monitor staff's employment period, ensuring all induction and probation review meetings are completed and documented.
- Issuing employment contracts and changes to contracts.
- Manage leavers administration.

Executive Assistant duties

- Manage the scheduling for the CEO.
- Draft, review and send communications on behalf of the CEO.
- Support the CEO in organising and preparing for meetings, including gathering documents and attending to logistics of meetings.
- Maintain various records and documents for Board of Trustees (including subcommittees).

Governance

- Liaise with Companies House in relation to the election, cooption, and retiral of Trustees
- Ensure minutes and actions from Board (and subcommittee) meetings are maintained and stored in an appropriate manner.
- Assist the SMT with providing reports and updates to the Trustees as and when required.
- Ensure both computer and hard copy filing systems are maintained to a high standard so that documents can be easily accessed by those who need them and are protected from unauthorised access.
- Coordinate Disclosure Scotland and PVG checks across the organization and annual update.
- To be the key point of contact for Disclosure Scotland in relation to Disclosure Information and PVG Scheme membership for staff, volunteers and trustees.

Payroll administration

- Assist the Finance Manager with payroll arrangements with our external payroll provider each month to ensure salary, overtime, pensions and SSP contributions have been correctly processed and provide cover when the Finance Manager is on annual leave.

These responsibilities will be reviewed annually and may be subject to change.

Person Specification

Your application will be assessed against the below criteria. Please consider each point in turn and provide examples of how you meet each one (or as many as possible).

Qualifications / Experience

- Previous HR experience.
- Experience of administering meetings, incl preparing papers, minute taking, delegate liaison etc.
- Significant IT experience including a sound knowledge of Microsoft packages, including Sharepoint and Teams.

Knowledge, Skills, and Attributes

- Professional and discreet due to access to sensitive information.
- Excellent numeracy, literacy and strong administration skills with attention to detail.
- Highly effective communicator at all levels, both verbal and written.
- Ability to organise, plan and prioritise own work.
- Ability to meet deadlines.
- Flexible attitude to the demands of the post and the needs of the organization.
- Proactive and motivated.

Recruitment Process

This candidate pack outlines the role and skills that we are looking for, as well as the selection process and timelines you can expect from us. We ask you to complete the application form.

Please note, that the deadline for applications is **9am on Monday 30th September**. Applications will be reviewed as soon as they are received and we appreciate early applications to help us give each application as much time and consideration as possible.

We will contact short-listed applicants **by 5pm on Tuesday 1st October**.

Please ensure that your application includes an email where you can be contacted.

Interviews are scheduled to take place in-person at our Edinburgh office on Monday 7th October, between the hours of 9am and 5pm. We ask you to be available for interview on that day and will be as flexible as possible with regards to time.

Applications or enquiries should be emailed to Maria Power, our current People Support Coordinator at Maria@lgbthealth.org.uk. We'd be grateful if you could also complete your **diversity monitoring form**, as per instructions provided on the Application form.



LGBT Health and Wellbeing is an equal opportunities employer committed to finding the very best candidate for this position. We aim to create an equal and fair recruitment process open to all. We commit to being accessible and welcoming to all the diverse communities and partners that we engage with. If there is anything that we can do to help you throughout this process, please let us know.

We regret that applicants who are not short-listed for interview will not be contacted, nor are able to provide feedback at that stage. All applicants who are invited to interview will be offered feedback by email or via phone call.

Our offer to you

Salary

We can offer a salary of £28,211. The organisation strives to award an annual cost of living increase each financial year.

Flexible working

We recognise that since 2020 a lot about how we fit work in to our lives has changed. We are keen that we continue to look at new ways of working and enable you to bring your best self to work. We understand that this means different things to different people and are keen to actively encourage those conversations at the point of recruitment and beyond.

We realise that for some people hybrid working offers flexibility and empowerment, whilst others prefer to work from a designated office with colleagues. We're able to offer office spaces in Edinburgh and Glasgow, and can support remote homeworking too.

Our current hybrid working policy asks that everyone in our team works from one of our offices a minimum of one day per week to help foster team connection and collaboration.

Our **Edinburgh office** is located in Leith and is a few minutes away from a tram stop (bottom of Leith Walk). The office offers a range of meetings rooms and kitchen where lunch break can be taken.

Our **Glasgow office** is currently near to Glasgow Green and a short walk from Queen Street Train station. This is likely to change in the near future and we are currently exploring various premises in the city centre.

We will consider flexible working patterns, and have a number of staff working condensed hours or non-traditional patterns.

In addition...

- Access to a Group Personal Pension with a 6% contribution from the organisation.
- 35 days annual leave – we don't insist that you work on public holidays, unless you want to take those days off – you choose!
- We do close our offices for 2 weeks in December and we expect everyone to take at least 4 days off at this time of the year (25/26 Dec and 1/2 January). Lots of our team take a well-deserved fortnight's break during this time of year and some choose to work in between.
- Service-related sick pay from day one.
- Long service recognition with additional annual leave awarded.
- We are a carer positive organisation and have a range of family friendly policies.
- Queer-led organisation. All of our staff and volunteers identify as LGBTQ+ or are a strong and active ally.
- Employee Assistance Programme, with anonymous access to an online wellbeing portal, advice, and face-to-face counselling.

Our Team

General Terms and Conditions of Employment

Salary

The salary for the post is £28,211. Your salary will be paid monthly in arrears, on or around the 4th Thursday of each month, direct to your bank/building society account and subject to normal statutory deductions for National Insurance and PAYE Income Tax.

Hours of Work

Your hours of work are 36 hours per week, with a minimum of 30 minutes break for lunch each day (unpaid).

Location of Post

The post holder will be located in either our Glasgow office (Adelphi Centre, 12 Commercial Road, Glasgow G5 0PQ), or Edinburgh Office (Duncan Place, Leith, EH6 8HW). Scope for occasional remote working and a flexible work pattern is negotiable to suit the individual and the requirements of the post. If the post holder anticipates some of their hours will be spent working from home, we will require them to have access to Wi-Fi and access to a confidential space.

Pre-employment checks

Once given a conditional offer of employment we will require two satisfactory references, a relevant PVG check and the completion of a medical form before a contract is issued.

Probationary Period

New employees' employment is subject to satisfactory completion of a six-month probationary period. The organisation reserves the right to extend this period at its discretion. The organisation will assess and review your work performance during this time and reserves the right to terminate your employment at any time during the probationary period.

Annual Leave and Public Holidays

Paid holiday entitlement is 25 days per annum plus 10 public holidays, all of which are calculated pro rata from the anniversary date of your employment. The holiday year runs from 1st April to 31st March.

The organisation recognises the following 4 public holidays and you are expected to take these days as a holiday; 25th December, 26th December; 1st January and 2nd January. The remaining 6 days public holiday entitlement can be taken throughout the leave year.

All periods of annual holiday must be authorised in advance by your line manager. You are required to submit holiday requests in writing to your line manager as early as possible, normally giving a minimum of two weeks' notice. Requests for annual holiday will normally be granted on a 'first come, first served' basis.

In exceptional circumstances, for a full-time post, no more than 5 annual leave days can be carried forward from the previous annual leave year. Any carryover request should be made to your line manager and this leave must be used in the first quarter of the new leave year.

Compassionate Leave

In the case of urgent distress or crisis or in the light of a particular domestic situation, you may be entitled to up to 5 working days (pro rata) leave on full pay at the discretion of your line manager.

Notifying Sickness

If you are absent from work owing to sickness or accident you must notify your line manager before 10am on the first day of absence. If you are absent from work for up to 7 working days (including weekends and public holidays), you must complete a self-certification certificate on the day of your return to work and hand it to your line manager. If you are absent for more than 7 days, you must obtain a medical certificate and send or give it to your line manager.

On your return to work after any period of absence you must complete an absence form and have a Return to Work meeting with your line manager.

Birth Parenting, Parental and Adoption Leave

Staff are entitled to statutory birth-parenting (maternity) leave only. Staff must inform their line manager, in writing, at least 15 weeks before the baby is expected:

- The date that the baby is due, and ;
- The date they wish to start their birth-parenting leave

Staff are able to change their birth-parenting leave date within 28 days' notice. Staff can change their return to work date if they give 8 weeks' notice.

Staff are entitled to statutory paternity leave only. Co-parents will be entitled to the same leave as available under paternity leave regulations. Staff are entitled to statutory adoption leave only.

Pensions

The organisation has a qualifying workplace group pension scheme which is provided by Standard Life Pensions. After your first three months of employment you may be eligible to join the scheme as detailed in the Pensions Act 2008 (pensions auto enrolment). The organisation will pay 6% of your gross salary as an employer pension contribution. Employees will be required to make an employee contribution to satisfy the government legislation's minimum total contributions.

Expenses

When you are travelling or otherwise involved in the organisation's business, the organisation will pay your reasonable travelling, accommodation and out of pocket expenses. You should obtain receipts and present all expense claims for approval by your line manager as requested, ensuring claims are for no more than three months of expenditure. The organisation reserves the right to refuse to pay an expense claim where the expenditure is unreasonable, disproportionate or unnecessary.

Notice

The first six months in post is designated as a probationary period. During probation, the organisation may terminate this contract of employment in writing giving one week's notice, in line with the performance appraisal policy.

Following successful completion of the probationary period, the minimum period of written notice of termination of the Contract of Employment to be given by the organisation to the employee is one calendar month; the employee must give 1 month's written notice to their line manager.

The organisation may exclude these notice provisions in the event of your dismissal for gross misconduct.