



Administrator (Edinburgh)

Candidate Pack

December 2024



About LGBT Health and Wellbeing

LGBT Health and Wellbeing was established in 2003 to support the health and wellbeing of lesbian, gay, bisexual and transgender (LGBTQ+) 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.

We provide support and services to the entire diversity of the lesbian, gay, bisexual and transgender community across Scotland including queer, intersex, asexual people and all identities under the LGBTQIA+ umbrella. We also support families and friends of, and health and social care professionals working with, LGBTQ+ people; as well as those questioning, or wanting to discuss, their sexuality or gender identity.

Besides providing support 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 order to influence the development of law, policies, and strategies.

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

LGBT Health and Wellbeing's current 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 suitable placed to serve our community.
- Develop and implement effective and efficient organisational processes and systems.



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

About this role

We are now seeking an Administrator to join our team in Edinburgh. You will be responsible for all aspects of the efficient running of our Edinburgh office and other organisational duties.

We are seeking candidates who are motivated, skilled and organised in administration. Often being the first point of contact, you will need to bring a warm, supportive, empathetic and sensitive approach to the role.

The post-holder also needs to feel comfortable with having a level of responsibility and autonomy in regard to the range of tasks and areas outlined in this job description.

We are seeking candidates who are motivated, skilled and highly organised; and are able to clearly demonstrate ability and experience across these traits.

The role requires working closely with the Edinburgh Service Manager, the Counselling Coordinator, Head of Services and other staff based in our Edinburgh/Glasgow offices; and a wide variety of volunteers.

Our Edinburgh Counselling Service currently has 14 volunteer counsellors providing up to 42 hours of one-to-one counselling per week. The post-holder will be expected to provide a range of administrative support to ensure the counselling service continues to be delivered to a consistently high standard.

The role will require the post holder to have a flexible approach to their working week and some evening and weekend working might be required on occasion.

Role Profile

Role Title	Administrator
Responsible to	Service Manager Edinburgh
Hours per Week	16 hours (part-time); to be worked flexibly over 3 or 4 days
Office Base	Edinburgh
Salary	£11,402 p.a. pro rata (based on £25,654 FTE)

This is an office-based role. The post-holder is expected to undertake their role at our office base in Leith in Edinburgh. We can discuss options for working pattern on appointment, but we would anticipate **one** of the working patterns below, which are according to the needs of our business.

Monday to Thursday	4 hours per day / a.m. or p.m.
Tuesday to Friday	4 hours per day / a.m. or p.m.
Wednesday to Friday	Must include Wed afternoon Thurs/Fri: a.m. or p.m.

Principal duties and responsibilities

This job description will be reviewed annually and may be subject to change.

Main Duties and Responsibilities

The Administrator post is wide-ranging, focused on providing administrative support across the organisation and ensuring the effective and smooth running of our office in Edinburgh.

Organisation-wide duties

- Provide **general administrative support** to staff as requested.
- Provide **office support** functions including
 - managing the contract and maintenance of any office equipment, IT and VOIP telephone systems.
 - providing training to all staff / volunteers to ensure they can use office equipment such as photocopier, laptops, audio visual equipment, phones etc.
- Manage and undertake data entry and ongoing updating of relevant information systems, including mailing lists for e-newsletters, databases, SurveyMonkey, Mailchimp, etc.
- Use systems like SurveyMonkey to set up and disseminate surveys.
- Co-ordinate the distribution of relevant **organisation-wide publicity materials**.
- Undertake a monthly distribution of the paper copy of the **Virtual Hug Newsletter**.
- Undertake tasks associated with the management and delivery of the organisation's **AGM** (Annual General Meeting) including keeping the company members' list up to date, booking venues / catering, preparing/circulating relevant invites, welcoming attendees, taking notes etc.
- Undertake the annual **health and safety risk assessment** at our offices in Edinburgh and Glasgow, providing SMT with necessary paperwork in order for them to sign off assessment. Ensure follow up agreed actions are undertaken within agreed timescales. Ensure H+S policy is reviewed annually
- Work closely with colleagues across the organisation.

Edinburgh specific duties

- Monitor and oversee the **admin@ email account**, ensuring a prompt, clear and helpful response to all emails and forwarding on emails to relevant colleagues when required.
- Provide a **front-line reception role** for those visiting the office. Answer the main phone line then directing callers to the relevant members of staff.

- Provide admin assistance to minute-take and **type up notes**, including at meetings if requested, undertake **photocopying and mailouts** etc, as and when requested by staff based at Duncan Place.
- Be responsible for all aspects of the **day-to-day building management in Edinburgh**. Ensure relevant daily, weekly and monthly checks (within our space) are carried out and actions undertaken promptly to rectify any faults or changes required.
- **Be point of contact for and responsible for the overall housekeeping** of the Edinburgh Office, liaising with Duncan Place staff as required.
- **Set up rooms for meetings** and events (as required) by staff / community groups and assist with **hospitality** for visitors to the Edinburgh office.
- Order and **maintain supplies of stationery, office supplies, sexual health sundries**. Ensure stationery cupboard is organised and stocks are always maintained
- Liaise with the **cleaning company** as required with regard to the cleaning of our office.

Edinburgh counselling service

- Provide comprehensive **administrative support to the Counselling Service in Edinburgh** as required by Coordinator and Service Manager.
- Input of information and dealing with **clients** as part of the intake process and beyond if required.
- Responsible for data entry and updating of information in the Cliniko system. Provide training and overview for new counsellors on using the system.
- Provide **lone working cover** for times when volunteer counsellors may be working in the office.

General duties

- Remain up-to date and compliant with **all** existing and reviewed LGBT Health and Wellbeing policies and procedures, including equal opportunities, health and safety, confidentiality and financial systems.
- Work occasional additional evenings and weekends and attend meetings and other functions as required, for which time off in lieu can be taken.
- Carry out any other duties as may be determined from time to time by the Management Team or line manager, which may be reasonably required of the post holder, relevant to the main purpose of the post.

Person Specification

Category	Skills / Attributes	Essential (E) / Desirable (D)
Experience and qualifications	Educated to Higher/A level and / or a relevant business or administration qualification	E
	Demonstrable experience of administrative tasks associated with all aspects of office / facilities management	E
	High demonstrable level of I.T. literacy, including extensive experience of packages and systems including but not limited to, the full suite of Microsoft Office applications, Team, Zoom, OneDrive etc. Familiarity with databases is	E
	Experience of working on own initiative; and as part of a team	E
	Experience of organising events	D
	Experience of taking AGM notes	D
	First aid certificate / experience	D
	Health and safety qualification or experience	D
	Experience of working in the voluntary sector	D
Knowledge/ understanding	Committed to anti-discriminatory practice	E
	Awareness of, or ability and keenness to learn about, LGBT issues.	E
Skills and Abilities	Ability to organise, plan and prioritise own work and meet Deadlines whilst remaining responsive to others	E
	Ability to act as first point of contact for the public and other organisations, providing a welcoming, knowledgeable and helpful service.	E
	Ability to work flexible hours, including some evenings, according to the needs of the business	E
	Excellent attention to detail	E
	Able to work well under pressure	E
	Excellent communication and inter-personal skills	E
	Good networking and relationship building skills	E
Personal qualities	A highly pro-active, motivated, positive and enthusiastic approach to all aspects of the role and our organisation	E
	A flexible attitude to the demands of the post and the needs of the organisation	E
	Able to deal sensitively with people who may be anxious or in distress	E

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. To apply, please complete and submit our application form.

Please note, that the deadline for applications is **5pm on Wednesday 15th January 2025**.

We will contact short-listed applicants **by 5pm on Friday 17th January**. Please **ensure your application includes an email where you can be contacted**.



Interviews are scheduled to take place in-person at our Edinburgh office on Friday 24th January, 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 Lauren Elder, People Support Coordinator at lauren.elder@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 we 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

Salary is £11,402 p.a. pro rata (16 hours, based on £25,654 FTE). The organisation strives to award an annual cost of living increase, usually in quarter 2 of the financial year.

Flexible working

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 near Glasgow Green and a short walk from Queen Street Train station. Our offices offer free parking spaces.

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.
- 31 days annual leave (pro rata) – 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.
- We have a TOIL system in place.
- 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.

General Terms and Conditions of Employment

Salary

The salary for the post is £11,402 p.a. pro rata (16 hours, based on £25,654 FTE). 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 16 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 our Edinburgh Office (4 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.

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.