

# Job Description And Person Specification

Business Support and Facilities Lead



**rock  
trust**

ending  
youth  
homelessness

June 2026

# Job Description

<b>Job Title:</b>	Business Support and Facilities Lead
<b>Contract:</b>	Permanent, 35 hours per week
<b>Location:</b>	Edinburgh Office (office based)
<b>Salary:</b>	£30,527.34 - £34,378.74 depending on experience

## Mission Statement

Our long-term vision is to end youth homelessness. Our more immediate mission is 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; making it rare, brief, and non-recurring.

## Context

We have an excellent opportunity for someone with experience of project & resource management, business organisation, facilities support and administration to join our People and Business Support Team based in Edinburgh. We are looking for someone who thrives working in a fast-paced but fun environment and loves to be involved in a variety of business support and facilities management tasks. Working in collaboration with our People and Business Support Manager, you will help create and improve the successful delivery of our support and facilities services across the entire organisation.

There will be opportunities to take the lead on a wide portfolio of projects from inception to delivery. The ideal candidate would be someone who likes a challenge and can take an idea or brief and develop it into a workable solution or product. You will need to have problem identification and analytical skills – being able to spot an area for development, and then actively working to improve it. You must possess excellent written/verbal communication skills as well as being able to multi-task, juggling conflicting deadlines whilst producing high standards of work with accuracy and attention to detail.

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

- Flexibility & Reliability
- Planning & organising
- Professionalism

- Initiative & Proactivity – a self-starter

## **Reporting to**

People and Business Support Manager

## **Direct reports to this role**

None

## **Size of Team**

People and Business Team comprises of 6 people.

# Responsibilities

## **Business Support Services**

- Ensure efficient delivery of day-to-day operations.
- Taking the lead on the implementation and management of certain Strategic Projects – including but not limited to the IT & Digital Transformation Plan and the Business Continuity Plan - reporting updates/timeframes to the People and Business Support Manager and ensuring deadlines are met.
- Managing the administration of ITT contract tendering processes.
- First point of contact in terms of ITT supplier, support and development / improvement, maintaining links with the Fundraising and Communication Teams on branding.
- Procurement and tendering for new facility contracts and renewals, administering cost analysis exercises in line with our procurement processes for resources and services
- Support the People & Business Support Team with covering reception, reception-based tasks and minute taking - when required.

## **Quality and Compliance**

- Manage the administrative preparatory and maintenance work for ISO9001, supporting the team to maintain process maps and improvement plans.
- Undertake internal projects, researching, creating & managing project plans from inception to completion and liaising with and facilitating colleagues across the business to ensure deadlines are met.
- Actively identify ways to improve our processes and procedures and help to provide innovative solutions.

- Advise the People and Business Support Manager on the monitoring, reviewing and updating of policies and procedures.

### **Facilities Management**

- Facilities management ensuring maintenance of equipment and raising/resolving issues relating to contractors and suppliers. Also, monitoring the quality and efficiency of their work.
- Health and Safety “competent person” duties, being responsible for ensuring compliance within all our offices and liaising with the People and Business Support Manager on matters including, but not limited to staff training requirements, fire drills, H&S audits, weekly fire tests, recycling and office housekeeping.

### **Leadership and Development**

- As part of the Business Support Team, provide effective and professional leadership, supporting and promoting the activities of Rock Trust and contributing significantly to building a high performing organisation.
- 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 improvements and contribute to the continuous operational improvement of the organisation.
- Be responsible for the supervision of administrative staff and volunteers and oversee the work of consultants as and when required

### **Other**

- To act in accordance with Rock Trust values.
- Event and seminar organisation and planning.
- 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**

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

- At least 5 years' experience working in a similar administrative role.
- Project Management experience.
- Experience working with cloud-based platforms, and Office 365 tools, such as Teams, SharePoint, Forms, Power Automate.
- Ability to learn new technology to improve organisational performance.
- Working knowledge of office equipment such as laptops, mobiles and printers.
- Experience of implementing and embedding organisational processes
- Experience of supervising, coaching and supporting people
- Work well as part of a team including motivating and supporting others.
- Ability to gather and analyse complex information to enable decision making
- Highly organised and methodical approach to work, with strong planning, organisational skills, and the ability to work independently.
- Experience working with confidential information.
- Understanding of GDPR.
- Creative approach with a passion for problem-solving and pursuing innovative ideas and initiatives.
- Ability to work to tight deadlines under own initiative, with a "can-do attitude".
- Willingness to work on a flexi time system involving attendance at events or meetings outside of office hours.

### **Desirable**

- Line management experience
- Knowledge of Health & Safety.
- Knowledge of youth homelessness issues.
- The ability to cope with interruptions in a constantly changing environment. business to ensure deadlines are met.