



People Support Coordinator

Candidate Pack



WELCOME

Dear Candidate,

Thank you for your interest in joining LGBT Health and Wellbeing. This is an important role at an exciting time for our organisation.

Our staff and volunteers are at the heart of everything we do, and the People Support Coordinator will help make sure they are supported and able to do their best work.

You will be joining Scotland's national charity for LGBTQ+ adults, helping create spaces where people have somewhere to turn, somewhere to belong, and somewhere they can be themselves.

We are looking for someone who is organised, thoughtful and people-focused; someone who understands that good systems, clear processes and careful attention to detail can make a real difference to people's experience of work and volunteering.

This pack tells you more about who we are, the role, and the kind of person we are hoping to appoint. We hope it gives you a sense of our values, our ambition and the opportunity to contribute to an organisation working to improve the lives of LGBTQ+ people across Scotland.

Thank you again for considering this role. We look forward to hearing from you.

Mark Kelvin
Chief Executive Officer



Our Values

Equality and Diversity

Our team is inclusive and represents the community we serve. We engage with all sections of the LGBTQ+ community and our allies, and we celebrate diversity.

Respect

We value everyone and treat people fairly. We are open, accountable, accepting, trustworthy and supportive.

Inclusivity

We create services and spaces that are accessible and intersectional. We pay particular attention to people who have been historically excluded from support, and those facing multiple disadvantages.

Participation

Our services are shaped by the communities they serve. We encourage, support, and empower people to get involved.

Collaboration

We are not an island. We achieve more by working together, with our community and with partner organisations, to reach shared goals.

Excellence

We aim to provide high-quality, innovative services that deliver the best results for our community.

ABOUT US

LGBT Health and Wellbeing helps LGBTQ+ people across Scotland have somewhere to turn, somewhere to belong, and somewhere they can be themselves.

Since 2003 we've been improving health and wellbeing through counselling, helplines, community groups, support for trans and non-binary people, work with older LGBTQ+ people, LGBTQ+ New Scots, mental wellbeing programmes and national influencing work.

Today we're Scotland's national charity for LGBTQ+ adults. Every year thousands of people access our services because they need connection, support and hope.

None of that happens without our people.

From counsellors and development workers to volunteers, trustees and corporate staff, everyone plays a part in creating welcoming spaces where LGBTQ+ people can feel safe, valued and connected.

If you're passionate about helping people do their best work, supporting volunteers to thrive, and creating an inclusive workplace where everyone belongs, we'd love to hear from you.

OUR STRATEGIC OBJECTIVES

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.

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



THE ROLE

Role Title: People Support Coordinator

Reports to: Chief Operating Officer

Hours per Week: 36 hours (full time)

Location: Based in our Edinburgh office (EH6 8HW)

Salary: £29,784

This role sits at the heart of LGBT Health and Wellbeing.

You'll help create an organisation where people feel welcomed, supported, and able to do their best work. Working across the whole organisation, you'll coordinate recruitment, onboarding/offboarding, HR administration, volunteer administration, governance, and organisational systems that help our staff, volunteers and trustees succeed.

No two days are quite the same. One morning you might be welcoming a new team member, supporting recruitment or preparing Board papers. That afternoon you could be coordinating PVGs, helping a manager navigate a people issue, or improving the systems that make our organisation run smoothly.

If you're organised, people-focused and enjoy bringing order to complexity, this is an opportunity to develop a career in People while making a genuine difference to LGBTQ+ communities across Scotland.

This role offers an excellent opportunity for someone looking to build a career in People. The successful candidate will receive support to work towards a recognised CIPD qualification alongside gaining practical experience in a broad and varied People role.

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).



THE ROLE

PURPOSE OF THE ROLE

Behind every service we deliver are people who make it possible. The purpose of this role is to ensure those people - our staff, volunteers, and trustees - have the support, systems and guidance they need to succeed.

By coordinating People processes, strengthening organisational systems, and supporting good governance, you'll help create an inclusive, well-run organisation where our people can focus on improving the lives of LGBTQ+ communities across Scotland.

WHAT YOU'LL BE DOING

As our People Support Coordinator, you'll play a key role in supporting the smooth running of the organisation. Working closely with colleagues across the organisation, you'll help deliver an excellent experience for our staff, volunteers and trustees while ensuring our people processes, governance and organisational systems are effective and well maintained.

Your responsibilities will include:

People Governance and Compliance

- Act as the organisation's coordinator for people policies, ensuring documentation is accurate, up to date, and appropriately controlled.
- Work alongside external HR advisers to translate changes in employment legislation and HR best practice into practical organisational policies.
- Develop clear communications and guidance to ensure managers, staff, and volunteers understand new policies and changes to existing procedures.
- Monitor compliance with policy review cycles and maintain an auditable record of policy approvals and version history.
- 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 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.
- To be the key point of contact for Disclosure Scotland in relation to Disclosure Information and PVG Scheme membership for staff, volunteers and trustees.

THE ROLE

WHAT YOU'LL BE DOING (CONTINUED)

People Administration

- Coordinate recruitment, onboarding, offboarding, and induction for staff and volunteers.
- Maintain accurate personnel records for employees and volunteers.
- Coordinate Disclosure Scotland/PVG processes.
- Support volunteer agreements and volunteer records.
- Ensure mandatory learning and compliance records are maintained.
- Produce people data and reports.

People Support

- Deliver and analyse our annual People surveys and advise the leadership team and People Subcommittee on findings.
- Ensure People have access to the systems they need to fulfil their roles, e.g. Bright HR, SharePoint etc.
- Act as our IT Champion, supporting our people with IT queries where possible, or liaising with our IT Support Contractor to resolve issues.

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).

Contribute to LGBT Health and Wellbeing

- Work collaboratively with colleagues across the organisation, contributing to our values, culture and strategic priorities.
- Promote equality, diversity, inclusion, and anti-discriminatory practice in everything you do.
- Undertake any other duties reasonably required that are consistent with the nature and level of the post.

WHO WE'RE LOOKING FOR

We're looking for someone who enjoys helping people and takes pride in creating an organised, supportive and inclusive workplace.

You'll be naturally organised, with excellent attention to detail and the ability to manage a varied workload. You'll enjoy bringing order to complexity, whether that's coordinating recruitment, maintaining accurate records, supporting managers, or ensuring important policies and processes are kept up to date.

You'll be comfortable building positive relationships with colleagues, volunteers, trustees, and external partners, and understand the importance of handling confidential information with professionalism, discretion and care.

You don't need to know everything on day one. We're looking for someone who is curious, proactive and keen to learn. You'll be supported to develop your career in People practice, including the opportunity to work towards a recognised CIPD qualification.

Most importantly, you'll share our commitment to creating an organisation where our staff, volunteers and trustees feel valued, supported and empowered to make a difference. Because when our people thrive, we're better able to support LGBTQ+ people across Scotland.

WHO YOU ARE

- You're someone who enjoys helping people and takes pride in making things run smoothly.
- You're highly organised, pay close attention to detail, and enjoy bringing structure to busy environments.
- You're approachable, professional, and trustworthy, with the confidence to build positive relationships and handle sensitive information with discretion.
- You enjoy learning, solving problems, and improving the way things are done. Whether you're coordinating recruitment, supporting volunteers, updating policies or helping colleagues navigate People processes, you bring a calm, organised approach and a genuine desire to help others succeed.
- Most importantly, you'll share our commitment to creating an inclusive workplace where our staff and volunteers feel welcomed, supported and able to do their best work.

YOUR EXPERIENCE

Your application will be assessed against the criteria below. To give yourself the best chance of being shortlisted, please respond to each point in turn and include clear examples of how you meet it. Where possible, use specific evidence from your work, volunteering, or lived experience.

You do not need to meet every single criterion to apply, but the more relevant examples you can provide, the stronger your application is likely to be. If written applications are not your preferred format, you are welcome to respond in another way, such as by video or voice note.

ESSENTIAL

- Experience providing administrative support within a People, HR, volunteer management or business support environment.
- Experience coordinating recruitment and onboarding/offboarding[LL1] processes.
- Experience maintaining accurate and confidential records and documentation.
- Experience supporting meetings, including preparing papers, taking minutes and tracking actions.
- Excellent attention to detail, producing accurate work and maintaining high standards when handling documentation, records, and data.
- Understanding of confidentiality, GDPR and handling sensitive personal information.
- Knowledge of Microsoft 365, particularly SharePoint, Outlook, Word, Excel, and Teams.
- Values: A collaborative, organised and reflective approach, with a commitment to equality, human rights and anti-discriminatory practice.

DESIRABLE

- Knowledge of employment legislation and HR best practice*.
- Experience supporting volunteer recruitment or volunteer administration.
- Experience coordinating Disclosure Scotland/PVG processes or equivalent safer recruitment checks.
- Experience supporting governance activities, such as Board or committee administration.
- Experience working with external HR advisers or employment law providers.
- Experience using HR or people management systems (such as Bright HR).

*We're committed to helping our people grow. As part of this role, the successful candidate will be supported to work towards a recognised CIPD qualification, providing an excellent opportunity to develop both professionally and personally while helping create an outstanding experience for our staff and volunteers.

RECRUITMENT PROCESS

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.

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 ask you to be available for interview on that day and to be as flexible as possible with regards to time. All applicants who are invited to interview will be offered feedback by email or call.

Interview Process and Timeline

Your interviewing panel includes:

- Louise Lewis, Chief Operating Officer
- Mark Kelvin, CEO
-

The interviews will be held in our offices at 4 Duncan Place, Leith, EH6 8HW on Thursday 6th August 2026. We will contact short-listed applicants by 5pm on Thursday 30th July 2026.

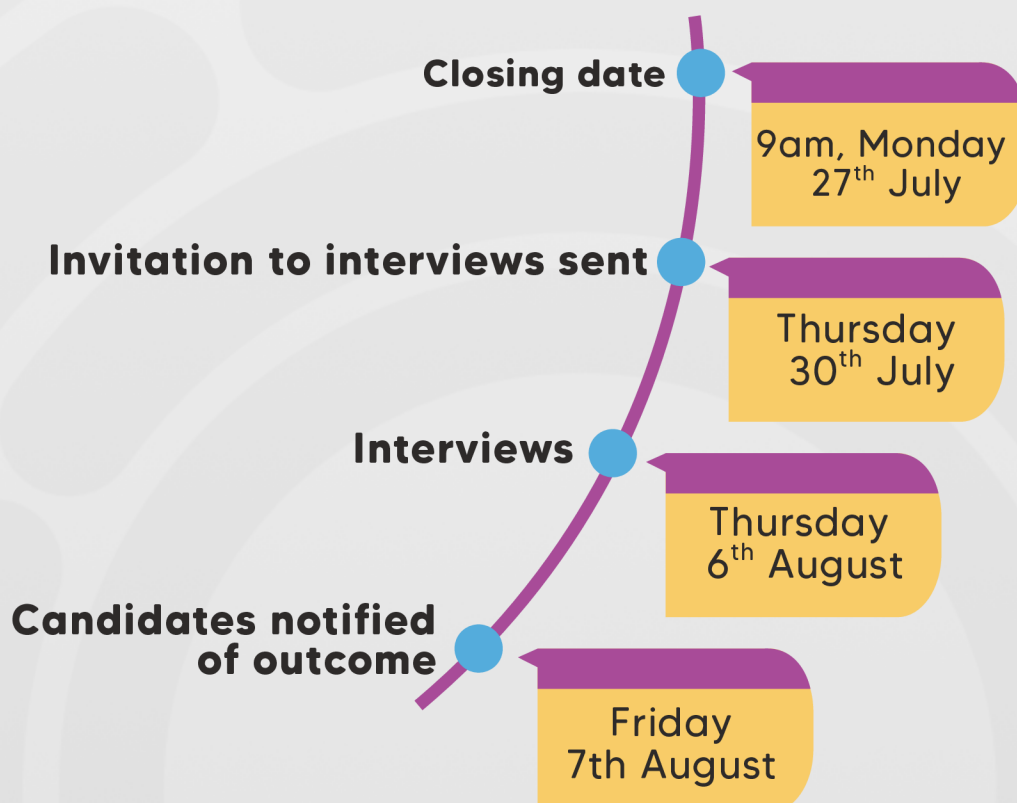
Offers of employment are subject to two references, a valid PVG check, and all staff are subject to our safeguarding policies, which ensure we provide a safe environment for everyone who engages with our services.

Please find details on **applying** on our [Vacancies](#) page. We invite you to provide your application in written or video form. If you record a video please follow the sections of the application form.

If you would like to discuss any element of the process please contact Lauren Elder, our People Support Coordinator, at lauren.elder@lgbthealth.org.uk.

Important note re Use of AI

We recognise that Artificial Intelligence (AI) can be a useful tool in many workplaces, and at LGBT Health and Wellbeing we are actively exploring how to balance its use alongside our environmental, ethical, and green commitments. However, at this stage in the recruitment process, we ask that candidates do not use AI to support their application. Instead, we'd encourage you to trust your own voice and experience, and share examples from the heart. This will help us get a genuine sense of who you are and what you will bring the team and the role.



CULTURE AND BENEFITS

Salary and Working Patterns

We can offer a salary of £29,784, paid monthly in arrears, around the 4th Thursday of the month. The organisation strives to award an annual cost of living increase each year. This salary is inclusive of our 2026/27 increase. This is a full time role, working 36 hours per week, with a minimum of 30 minutes break for lunch each day (unpaid).

We are keen 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.

What We Offer

- 35 days annual leave, including public holidays.
- An additional two 'wellbeing days' per year.
- Long service recognition with additional annual leave awarded from year 3.
- Flexible working opportunities, including up to 30 days from overseas.
- TOIL policy, ensuring additional time off for any overtime worked.
- Access to comprehensive funded learning and development opportunities.
- Access to a Group Personal Pension with a 6% contribution from the organisation.
- Employee Assistance Programme, with anonymous access to an online wellbeing portal, advice, and counselling.
- Queer-led organisation. All of our staff and volunteers identify as LGBTQ+ or are an active ally
- We are a carer positive organisation and have a range of family friendly policies.

Getting Started and 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. Prior to offer of employment we will require two satisfactory references and a valid PVG check.

Pensions

After your first three months of employment you may be eligible to join our Standard Life pension 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.