

# Right There



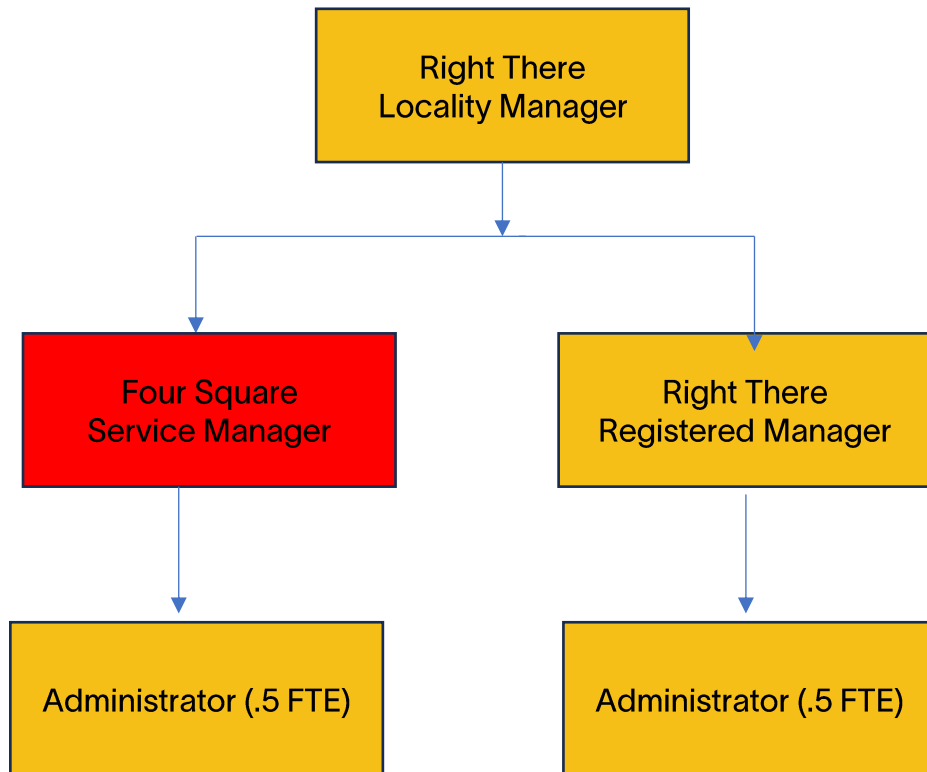
## Job Pack Administrator

For Visiting Housing Support programme delivered in  
partnership by Right There and Four Square

Preventing  
homelessness,  
one person  
at a time

# Job Purpose

## Administrator Outreach Edinburgh



The Administrator is part of the Outreach Edinburgh Housing Support team for the Four Square / Right There partnership. The administrators are employed by Right There and are based with each partner organisation under their respective management. The role is based within a fast-paced office environment to provide organised and effective administration support, as well as providing front line information to staff, managers and third sector partners.

Our Outreach Edinburgh Housing Support programme provides support to people aged 16+ that are transitioning out of homelessness to longer term accommodation. The team also provides support to those at risk of becoming homeless.

We offer a variety of support, depending on what each individual person needs, we understand that everyone has had a different journey and we aim to build relationships built on trust to help people build resilience and self-worth.

# About Four Square



**At Four Square**, we have been supporting people for over 40 years with compassion and commitment.

We provide safe and beautiful temporary accommodation for young people, as well as for those who have experienced domestic abuse or gender-based violence, offering not just shelter but a place of dignity and belonging.

Through our Springboards mentoring project, we walk alongside young people, helping them to discover their potential and build brighter futures.

Our Housing Support team is there to meet people where they are — whether through home visits or welcoming drop-in services — so that no one feels alone.

We are ambitious for people who are homeless, and we lead change by enabling the people we serve to take charge of their future. We feel inspired when we see hope, empowerment, and dignity in action, because we believe that self-worth is the key to transformation. And above all, at Four Square, we know this to be true: **change happens.**

# About Right There



We are Right There, a charity celebrating our 200th anniversary in 2024. We provide tailored support for people, at home, and in the community. We are here for people who are living with the effects of homelessness, poverty, addiction, or family breakdowns. Last year we supported almost 4,000 individuals, helping to prevent them from becoming homeless or separated from the people they love.

We are here to offer the right support at the right time, including breaking down financial barriers; accessing the private rental market; linking up with local health, employment and training services to help people make connections within the community; and, helping people feel happier, safer, and more confident to take steps to improve their own lives.

Every person's story is unique, and everyone's route home is different, so we tailor our response to the individual. We want to challenge stereotypes – it doesn't matter what the situation is – we're not here to judge, only to help.

Our approach is about creating trusting relationships and nurturing people's strengths, and our 200 dedicated staff, mentors and volunteers play a crucial role in this.



# Our key areas of focus



## For People

We provide tailored support for children and adults to help individuals and families feel happier, create stronger bonds and stay together.



## At Home

We provide safe and supportive places to call home for people of all ages, from any circumstances, for as long as they might need it.



## In The Community

We provide the tools for people to live independently and build their lives within their community, creating their own safe and secure homes.

## **Our Vision**

A world where everyone has an equal chance to create a safe and supportive place to call home.

## **Our Mission**

We meet people where they are in life with no judgement; walking alongside those who need support, and preventing them becoming homeless or separated from the people they love.

## Values

At the heart of Right There is our values. And we are proud to live these every day; to be the best we can be for those involved in our work.

## Respect

We treat everyone the same way - with dignity and respect. You'll find no judgement here.

## Integrity

We take great pride in having high standards and transparency about our goals and progress as a charity.

## Compassion

We understand the importance of empathy, and the power of a shoulder to lean on.

## Aspiration

We believe firmly in the goodness in people; their strengths and what makes them unique.

## Reflection

We are always learning to be the best we can be.

# Main Role Responsibilities

## Data Collation and Management

- Reviewing and writing up processes
- Responsible for collating (workers, hours, new referrals and moved on) and updating on a weekly basis.
- Ensure all information for the people we support is updated and tracked appropriately.
- Responsible for managing and promptly responding to emails
- Update programme databases as required
- Organising and storing data for future research projects
- Involved in any relevant research processes ongoing within West Team
- Develop how data is collated throughout the services, then implement ongoing.
- CRM - General housekeeping uploading referrals, exit paperwork, etc
- Contribute to maintaining and securing confidential and sensitive information
- Ensure full compliance with organisational policies, procedures, and governance requirements across both (Right There and Four Square)
- Handle all personal and sensitive information in accordance with GDPR, the Data Protection Act 2018
- Manage Edinburgh Council monitoring and referral systems
- Support the process for any audit.

## Meetings and Co-ordination

- Arrange meetings both internally and those with external partners, send invites, arrange location and attend to take detailed minutes if required.
- Managers Meeting – collate agenda items and email to attendees. Attend to take minutes.
- Team meetings – collate agenda items and email to attendees, take minutes and send on.

## Financial data

- Petty cash, expenses - responsible for creating spreadsheet and attach receipts from staff to send to finance weekly.
- Rotas & Planners – Responsible for coordinating staff rotas, for example for office cover.
- First point of contact for finance team and partners.



# Main Role Responsibilities

## **Training coordination**

- Training – First point of contact with L&D or external partners for arranging training and development days for staff, coordinating dates/times/location and attendees
- Responsible for circulating to the wider teams – ongoing training/resources/related information.

## **Coordination for external partners/stakeholders**

- First point of contact for all partner managers from other services to coordinate training etc from other partners.
- Gathering data and collating onto spreadsheets for partners.
- Collate and manage the list of all people we support
- Co-ordinate team participation in the annual staff conference

## **Being a part of the Outreach Edinburgh West Team**

- Be a proactive team member contributing to the service and work collaboratively with your colleagues across the organisation.
- Attend and participate in training relevant to the role and reflective practice, sharing your learning experiences to allow for organisational improvement and striving for continuous personal and professional development
- Contribute to the organisations' development and improvement with feedback on the review of organisational policies and procedures and local guidelines
- Engage with any organisational initiatives or working groups
- Promote and represent Right There and Four Square services positively.

# Essential skills and experience



- ✓ Experience of working in a similar Administrative support role within a busy office environment
- ✓ Good IT skills and proficient in the use of IT packages including Microsoft 365 particularly excel
- ✓ Ability to communicate effectively both written and verbally with people at all levels in a variety of situations
- ✓ Ability to work towards performance targets.
- ✓ Demonstrates initiative and forward planning
- ✓ Effective at workload planning and able to respond to changing priorities
- ✓ Experience of managing a task from start to completion
- ✓ Initiates actions and follows up on matters to achieve outcomes
- ✓ Ability to apply resourceful solutions to challenges
- ✓ Ability to determine when it is appropriate to escalate an issue
- ✓ Experience of working autonomously
- ✓ Effective coordination of information from a variety of sources
- ✓ Ability to accurately input data
- ✓ Experience of handling confidential information
- ✓ Emotional resilience and ability to work in a trauma-informed service
- ✓ Ability to work independently while managing a busy workload

# Desirable skills and experience



- ✓ Administration/IT qualification
- ✓ Awareness of issues surrounding the charity sector
- ✓ Flexible and willing approach to perform other tasks as assigned
- ✓ Experience of working within the charity sector
- ✓ Awareness around a Strengths based approach to service delivery
- ✓ Willingness to assist in the assessment, planning, delivery and evaluation of services for people we support and key people
- ✓ Knowledge of housing legislation
- ✓ Understanding of referral pathways
- ✓ Awareness of trauma, substance use and mental health challenges

# Role Details

**Contract:** Part Time, permanent, 17.5 hours per week.

**Salary:** £24,252 - £25,961 per annum, pro-rata.

**Pro-rated salary** £12,126 - £12,981 per annum

**Reporting to:** Service/Registered Manager

- Working hours are worked Monday to Friday and flexibly between the hours of 09.00am and 5.00pm depending on the needs of the service. Hours of work can be agreed with the line manager.
- Your core place of work will be either Right There, Pilton Community Heath Centre, 73 Boswall Parkway, Edinburgh, EH5 2PW or Four Square, 454 Gorgie Road, Edinburgh, EH11 2RN. You may be required to work from such other place as the organisation may reasonably require from time to time.
- Annual leave entitlement of 210 hours holiday (equivalent to 6 weeks) pro rata per year in the first year rising to 280 hours (equivalent to 8 weeks) pro rata per year in the second. This includes public holidays.
- All appointments are subject to a minimum of a 12-week probationary period.
- You will be automatically enrolled into the People's Pension. Deductions will be taken from your salary in the month you will complete 3-months of employment
- It is the nature of the work of Right There that tasks and responsibilities are, in many circumstances unpredictable and varied. All employees are, therefore, expected to work in a flexible way when the occasion arises.

# How We Equip Our People to Thrive

## Contractual Benefits

- Opportunities to work flexibly around the needs of your programme.
- Real Living Wage employer.
- 6 weeks annual leave, rising to 8 after a year (plus you can purchase and sell up to 5 days).
- Contributory pension with the Peoples Pension after 3-months, provided you meet auto-enrolment criteria. Employer and employee contributions are at 5%.
- Life insurance at 4 x your salary through YMCA Group Life Assurance Scheme.

## Development and Wellbeing Benefits

- 24-hour counselling and wellbeing services and self-care hub through Our Employee Assistance Programme and Wellbeing Hub.
- Free access to our Mentoring Platform where you have the opportunity to be mentored by an industry colleague or be a mentor – you could be both!
- Access to a range of development opportunities, such as being trained on our trauma informed [People First approach](#), and access to our annual plan of training and development relevant to your role and growth.
- For appropriate roles, funded SVQ 2 and 3 qualifications.

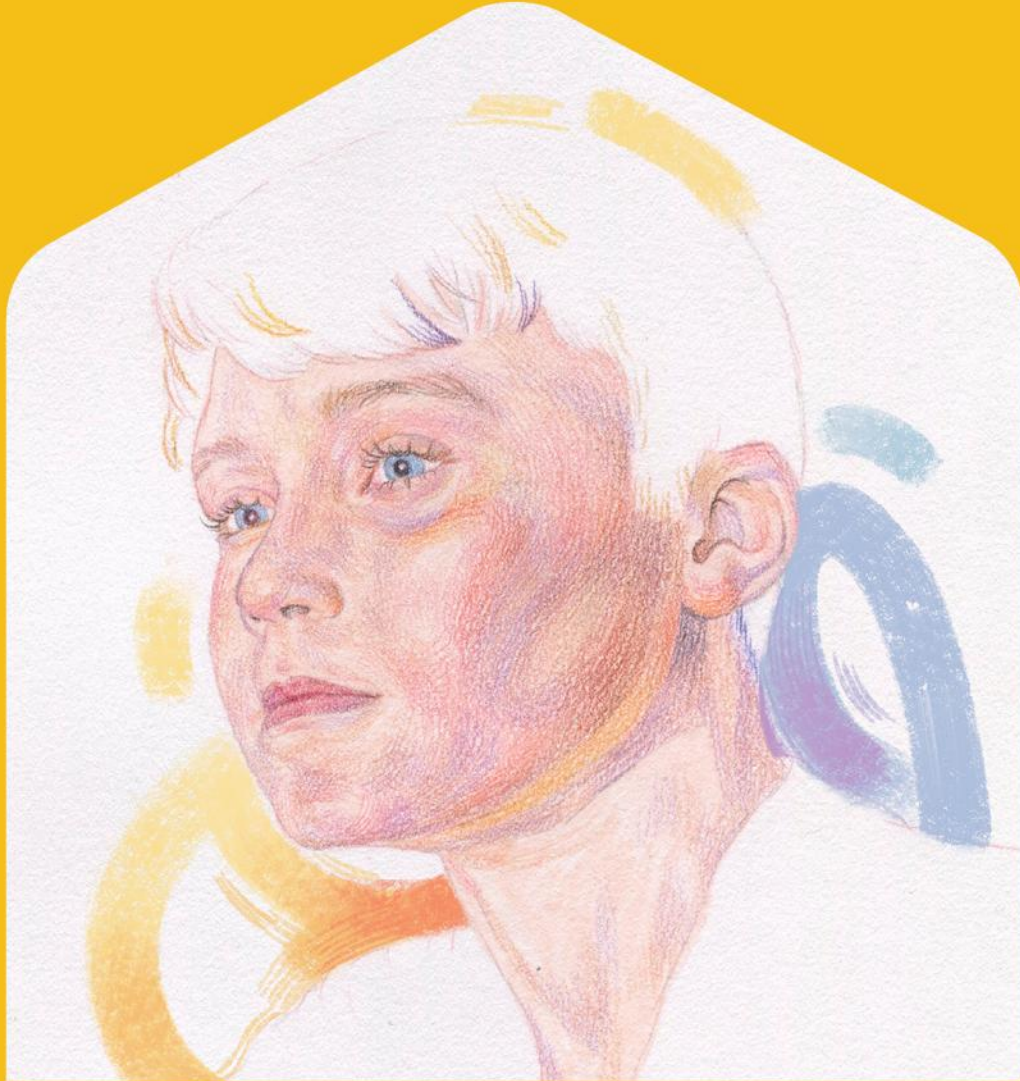
## Enhanced benefits

- Enhanced maternity, adoption and shared parental leave with 12 weeks full pay and 12 weeks half pay.
- Enhanced paternity pay at 2 weeks full pay.
- Up to 5 paid days for compassionate leave for the loss or serious illness of a loved one.
- For those who qualify, full pay for Neonatal care leave of up to 12 weeks (inclusive of statutory neonatal care pay).
- 2 weeks full pay for Parental Bereavement Leave.

## Additional Benefits

- Access to Health Shield, where you can set up a monthly payment plan to access additional wellbeing services, including GP Anytime, payment towards dental care, glasses, massages and physiotherapy.
- Cycle To Work Scheme – hop on your bike to feel healthier and save money.
- Glasgow Credit Union – join to receive offers on loans, savings and mortgages to people who live and work in the Glasgow 'G' postcode.
- Refer a Friend to come work with us and receive £100.
- As a charity worker you can purchase a [Blue Light Card](#) for £4.99 for two years, offering you access to over 15,000 discounts with local, regional and national UK brands. These discounts are available online and in-store across many categories.
- [Company Shop](#) also offer discounted items to you within their stores
- Sign up for a chance to win free tickets to live events at [Concerts for Carers](#).





[www.rightthere.org](http://www.rightthere.org)  
[hello@rightthere.org](mailto:hello@rightthere.org)

Follow us search 'Right There':



**Thank you.**

**Good luck with your  
application.**

**For People.  
At Home. In the Community.**