Urras Thiriodh
Tiree Community Development Trust

Job Description

Job Title	Admin Assistant
Salary	£15/hr
Hours	16 to 30hrs per week
Contract	Up to 26 weeks duration (either 16hrs/wk for 26 weeks, or 30hrs/wk for 13 weeks – but flexibility can be discussed within that)
Line Manager	Inge Armstrong (Governance and Finance Officer)

Context – the organisation

Tiree Community Development Trust ("Urras Thiriodh") is a successful community-led charity with a strong track record of delivering community owned projects and acquiring community assets in the island of Tiree, the furthest out of the Inner Hebrides.

The Trust operates four trading subsidiary companies and several internal projects providing a broad range of community services and generating community funding, including:

- Owning and operating a 900kW wind turbine on the island, generating a net energy surplus for Tiree with all proceeds going into our Community Windfall Fund as well as contributing to the Trust's own funded activities.
- Acquiring and restoring two harbours on the island and retaining their operation to support local fishing industry and boat-based tourism.
- Managing community owned Tiree Broadband service to offer broadband to homes not otherwise served by conventional provision.
- Building and running a community owned fuel filling station, and four light commercial business units, in Crossapol.
- Discover Tiree – the island's premier tourist information service.
- The Ranger Service in Tiree – running projects to protect our natural resources and biodiversity, as well as operating a responsible Croft Camping Service.
- A full time Youth activities officer, providing a broad range of funded activities for young people covering sports, arts, music and culture.
- Gaelic Development, with a part time officer running development activity to retain the use of Gaelic in the community.
- Community advice and support services for areas such as home energy efficiency, access to benefits and support information and services, including

a partnership with Citizens Advice Bureau and offering domestic EPC assessment.
- Supporting other community groups in Tiree to achieve their objectives.

The Trust operates guided by a Community Development Plan. This plan was produced from extensive community engagement effort with Tiree residents to identify the key priorities and challenges for sustainably maintaining and improving Tiree as a great place to live, work, and grow up. As a local community membership charity, we are always run according to the wishes and best interests of the permanent resident population that we exist to support.

Context - the role

This role has been created specifically as part of the "No One Left Behind Work Placements" programme operated by the Argyll and Bute Council Employability Team. As such, it takes the form of a time-limited, highly flexible work placement that is **only open to people that meet the eligibility criteria of the scheme (see person specification below).**

The role is intended to provide admin support to the Trust staff team and governance structure of volunteer Boards and working groups. The placement holder will have the opportunity to get involved in a wide range of activity across the Trust Group, while supporting basic day-to-day operational administration. There is a strong focus on learning and experience building opportunities while helping support delivery of ongoing projects and services that benefit the community of Tiree.

The post holder will be expected to act in primarily in a support capacity to other staff without any immediate expectation of higher levels of responsibility, but the opportunity to take on increasing responsibility for tasks will be available as part of the supported development of the post-holder within the role.

Job description

- To provide administrative assistance to operational delivery across the Tiree Community Development Trust (TCDT) Group, supporting the operations and core admin/finance/governance team.
- To assist in providing efficient and effective admin support of Trust Group meetings and events and occasionally support other community groups based on the island to whom the Trust has agreed to provide admin assistance.

- Learn routine procedures for day-to-day services and admin functions in the Trust Office, taking on lead delivery of some of these as the role progresses, and acting in support of other staff for others.
- The role is expected to involve an element of “front of house” reception desk staffing at the Trust Office and Visitor Centre, responding to visitor enquiries.
- The role will also involve answering the general enquiry telephone line and referring/directing enquiries or signposting callers to appropriate information.
- Depending on the role holder’s skills, experience and considering any access issues, duties may also include: note/minutes taking at meetings; setting up for meetings/events; assisting customers at the filling station; office administration tasks such as printing materials, refilling consumables, and other routine support tasks as required – the precise task list will be subject to discussion with the successful candidate and may evolve over the course of the placement.

General team tasks:

We are a small team in a diverse community development setting and there is a general expectation for all of our roles that, from time to time, we support each other in areas that might not form a main part of all job descriptions (e.g. for organisational events, responding to support requests for services we operate, etc). The Trust Office incorporates a Visitors Centre, and we regularly have drop-in visitors, or incoming telephone calls. We also provide call-out response to the community filling station and are occasionally asked to assist customers in using it. Staff are expected, when needed (and subject to appropriate training, etc), to “pitch-in”, referring to others for support as necessary.

Common tasks for Trust staff when in the office and/or on duty:

- Welcome visitors
- Answer phone
- Deal with deliveries
- Respond to support calls for the community filling station (training provided)

Beyond this, it is the nature of a small community that you may be asked about Trust work when out of the office, and should handle such enquiries in an appropriate way, while managing your own work-life balance – referring enquiries to appropriate channels where this is more suitable.

Person Specification: Job Title

The following are the expected essential and desired elements for candidates for this role. While we would generally expect to see all essential elements in a suitable applicant, applicants are welcome to put forward a case for other cross-applicable experience and/or how they would address any small omissions swiftly, if offered the role.

Applicants are **not** expected to be able to demonstrate all "desired" elements and should not be put off applying by these. In your application you should simply respond to them as best you can – these items would inform a development plan, should you be offered the position.

In an application for the post and in the interview process we will be looking for you to provide examples that demonstrate how you meet these elements. This will inform scoring of applications. Please help us to best assess your application by responding directly to the points below, in the order in which they appear, with reference to any experience which **demonstrates** the desired element. A useful technique to employ in your application is known as the "STAR" method.

Eligibility for the opportunity:

Due to the nature of the placement programme under which this post is funded, it is **essential** that an applicant must meet the criteria set by that programme:

- Must have the right to live and work in the UK
- Must be aged between 16 and 66 years
- Must be at least **one** of the following:
    - In long term unemployment (at least 11 months); or
    - Experiencing a physical or mental health condition or illness lasting or expected to last at least 12 months

The purpose of the programme is to create a work opportunity for someone experiencing barriers to employment, and therefore the extent to which a candidate matches this purpose will be directly relevant for the selection.

Experience for the Role:

Essential

- Sufficient relevant/transferable experience to administrative work to allow the postholder to get up to speed quickly without extensive initial training (apart from induction and familiarisation with specific procedures/organisational knowledge)

Desirable

- Previous direct experience of office admin work

Skills and Abilities:

Essential

- Proactive approach to identifying basic tasks needing attention
- Asking questions when needed to check correct information and procedures to be followed, and seeking support if required
- Positive communication style and ability to provide a good "customer service" experience
- Time management and ability to organise your own schedule to meet the needs of routine work tasks where others depend on things being done within an expected timescale
- Intermediate IT skills e.g. use of MS Office package

Desirable

- Minute taking skills

Knowledge and understanding:

Desirable:

- Basic understanding of the unique pressures and challenges facing an island community

Other Requirements:

Travel: The role may involve occasional travel to on-site locations in Tiree or for meetings either on-island, or elsewhere as required. Either a valid driving licence (and use of a vehicle) or the ability and willingness to make other suitable arrangements for travel on occasion may be required (allowing for any reasonable adjustments / support needs being met).

Non-Standard Hours: The role will require occasional attendance at evening and (rarely) weekend meetings to accommodate volunteer board and working group members (time off in lieu (TOIL) will be given).

Conditions of work, and in-work benefits

The post will be island based in the Trust Office in Tiree. Due to the community focussed nature of the role, we cannot consider a home/remote working arrangement where a candidate would not be based on-island in Tiree.

Requests to consider flexibility of hours / job-shares will be considered on a case-by-case basis and will be dependent on the role and a viable arrangement being possible that meets organisational needs. If you have questions regarding this, please contact us as early as possible prior to the application deadline.

As with all Trust roles, an initial probationary period applies (in the case of this short-term role, this is likely to be one month), and confirmation in post is subject to satisfactory completion as per our Induction and Probation Policy.

The standard (full time) paid annual leave entitlement is 28 days (inclusive of public/bank holidays) per calendar year. After one full year of service, annual leave entitlement increases as follows: 1 day for every complete year of service up to a maximum of 5 extra days after 5 years' service.

Urras Thiriodh operates a workplace pension scheme, for which a 5% employer contribution is offered in addition to the post salary, with a 5% employee contribution required. Employees may choose to opt-out of this scheme.

We offer a flexible approach to remote/home working on an ongoing basis where arrangements are agreed in writing in advance with the Line Manager. All staff must be "on-site" when required. As a general guideline, there is a base expectation that office-based staff are actually in the office for at least half of their working hours on average where possible and unless otherwise agreed. Staff are also required to engage with established internal communications and information sharing platforms, e.g. SharePoint, Outlook email and calendars, and Teams chat channels. Training can be provided as needed.

As an employer we will be very glad to discuss any accessibility adjustment requirements and associated in-work support that may be needed to ensure a positive and inclusive workplace.

We seek to operate to an excellent standard of Fair Working Practices, with a strong culture of internal staff consultation and feedback. A statement to this effect can be found on our website, and copies of our policies can be provided upon request.