

Recruitment Pack for

Business Support Assistant

Dear Applicant

Post: Business Support Assistant
Hours: 35 hours per week (full days required on Thursdays and Fridays)
Location: Head Office, Melrose Road, Galashiels
Closing Date: Sunday 16 January 2022 at 17:00
JOB REF No: 0628
SALARY: Grade 1 (£9.69 per hour)

Thank you for the interest you have shown in our part-time Business Support Assistant position available at Head Office in Galashiels. You will find the following enclosed:

- Introduction to Live Borders
- Our Strategic Vision
- Our Service – Business Services
- Job Description and Person Specification
- Conditions of Employment

More information can be found on our website www.liveborders.org.uk

The enclosed information provides you with details about our organisation to assist you with your application.

If you would like to apply for this post, you will find an Application Form & Guidance along with an Equal Opportunities Monitoring Form on our website at www.liveborders.org.uk/get-involved/jobs/. Please complete both and return to recruitment@liveborders.org.uk

The anticipated timeline for the recruitment process is outlined below:

Closing Date: Sunday 16 January 2022 at 17:00
Interviews: Week commencing the 24 January 2022

The selection process can include different forms of assessment along with a formal interview. You will be advised of this if your application is successful.

If you have a disability and need assistance in completing your application form, please contact our People team recruitment@liveborders.org.uk to discuss your needs or request a call back.

We look forward to receiving your completed application.

Introduction to Live Borders

Live Borders is the sport, leisure and culture trust for the Scottish Borders – this means we are a charity. Our aim is for everyone living, working and visiting the Borders to be **healthier, happier and stronger**.

Live Borders is governed and led by a Board of 15 Trustees who set the strategic direction and monitors performance of the organisation.

Our Strategic Vision

Vision: Everyone living in, working in, and visiting the Borders to be healthier, happier and stronger.

Mission: We use our energy, enthusiasm and knowledge to support more people to experience more, learn more, and move more.

Strategic Goals:

- Expand levels of participation
- Grow our earned income
- Develop plural funding streams
- Build on our reputation for great customer service
- Be a sustainable charity
- Nurture our people.

Our Aims and Values

At the heart of Live Borders is our commitment to improve lives through physical activity, sport and culture. We use our energy, enthusiasm and knowledge to support people to experience more, learn more and move more.

Our Values underpin all that we do: [Live Borders Values](#)

Every penny spent with us is reinvested into supporting active, creative and healthy communities.

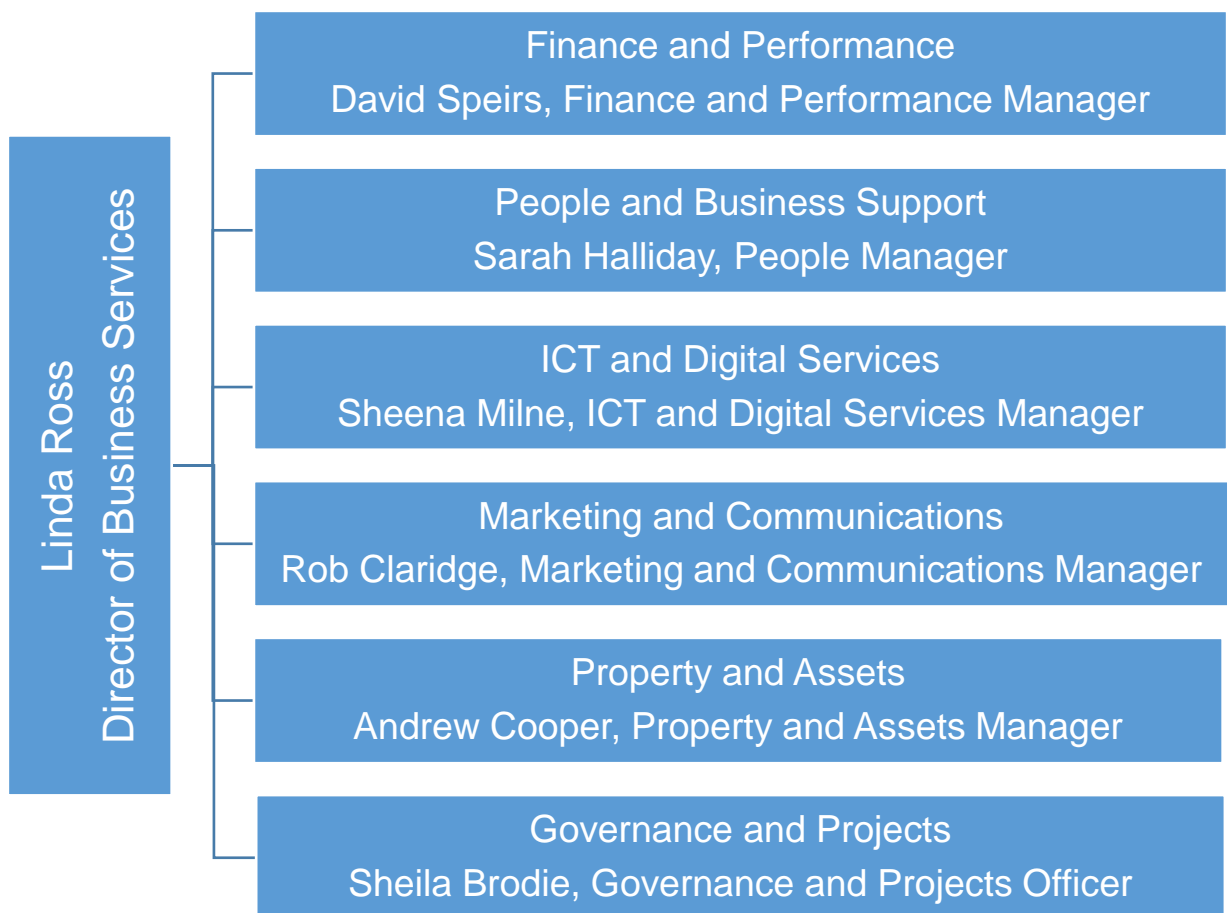
The executive team, made up of our CEO and 3 Directors, provide the strategic lead on the management and development of Live Borders to ensure we are a sustainable, dynamic and flexible organisation fit for the future and that meets our stated outcomes.

As we re-emerge from the challenges of Covid 19 and a lockdown which has seen Live Borders unable to deliver any of its services to customers we are now entering a period of recruitment to meet our new ways of working and our ever expanding programmes of activity. Here are some of the ways in which the way we do things are different:

<https://www.liveborders.org.uk/what-to-expect-getting-you-back-safely/>

Business Services

This team is responsible for supporting the business. They support the service delivery and customer service aspect of the Trust, ensuring compliance with statutory requirements and corporate governance.



JOB DESCRIPTION

Post:	Business Support Assistant
Directorate:	Business Services
Reporting to:	Business Support Officer

Job Purpose:

Provide an effective and efficient clerical support service to Live Borders.

Responsibilities:

1. Carry out general day to day clerical duties, acting as a central point and first point of contact.
2. Answer enquiries, where possible and to escalate these where appropriate.
3. Answer phones, including taking and relaying messages, transferring calls as appropriate.
4. Carry out mail duties – incoming, outgoing and electronic mail, including generic mailboxes.
5. Take and process external and internal bookings including taking credit / debit card payments and managing meeting room bookings.
6. Issue a range of equipment (arts material/ audio/ visual etc).
7. Order goods and services, such as stationery/ office supplies using the appropriate financial / purchasing systems.
8. Assist in the preparation of statistical data in appropriate format and financial information as required.
9. Maintain and update databases and spreadsheets to ensure the efficient recording and processing of information.
10. To collate data and assist with the preparation and circulation of information.
11. Input data to specialist information systems and portals (Vernons, Vubis, Calm, Gladstone, Sage, WAM, Rivo safeguard, PCS, SNAP, Redro).
12. Run reports from specialist systems to provide management information.
13. Carry out general clerical duties as necessary to ensure the smooth operation of the section. Such duties will include photocopying, laminating, scanning, filing, file retrieval and destruction of files per the schedule of retention.
14. Support with the collation of recruitment paperwork, including PVGS registration for new and existing colleagues.
15. Process, calculate and record Petty Cash claims; prepare cheque requests.
16. Carry out the clerical work associated with the processing, calculation, coding and recording of invoices and the raising of external invoices.
17. Assist with and / or carry out banking and complete and reconcile the income return.
18. Calculate Commission amounts and carry out other costings i.e. for bookings.
19. Carry out necessary clerical duties associated with the organisation of meetings, seminars, conferences etc. Work closely with all staff involved ensuring effective consultation and support. This will include arranging venues, catering, equipment and supplies and preparing materials and papers, as appropriate.
20. Minute Board level and Committee level meetings and circulate as appropriate.
21. Support with stock taking and audits, to take and maintain an Inventory.
22. Update social media.
23. Maintain documents on the staff information hub.
24. To carry out proof reading.

25. Support with the recording of building faults.
26. Maintain a central record for Service Level Agreement (SLA) monitoring.
27. Input statutory checks onto Workflow Asset Management (WAM) database.
28. Collate Health and Safety incident and accident statistics
29. As an employee you must take reasonable care for the health and safety of yourself, other employees and anyone else who may be affected by your work activities. Employees shall work in accordance with policies, procedures, information, instructions and / or training received.
30. This job description is indicative of the nature and level of responsibility associated with the job. It is not exhaustive and there may be a requirement to undertake such other duties as may be required to meet the needs of the Service or Live Borders

Other details:

Requirement to work out of hours or weekends – not normally.

Requirement for PVG/Disclosure check – None.

Note: the salary/pay of all posts within Live Borders will be subject to a further review and evaluation.

Person Specification

EDUCATION			
Essential	Assessed by	Desirable	Assessed by
Good standard of education	A	Ladder Safety and Manual Handling certificated courses	A/ I
		Current Driving License	A/ I
EXPERIENCE			
Essential	Assessed by	Desirable	Assessed by
Experience of using MS Office packages, especially Outlook	A/ I	Maintenance of site security	I
Familiarity with the safe use of cleaning material, chemicals and equipment.	A/ I	Maintenance of stock records	I
Working with members of the public	A/ I		
SKILLS AND KNOWLEDGE			
Essential	Assessed by	Desirable	Assessed by
Ability to prioritise and organize own workload	I/ R	Basic Health and Safety knowledge and awareness	I / R
Good communication skills	I/ R	Basic knowledge of simple repairs and maintenance	I / R
To be able to accept responsibility and work unsupervised	I/ R	Ability to operate equipment (i.e. floor polisher)	I / R
Enthusiastic and approachable	I / R		
Willingness to undertake relevant training	I		

KEY

A – Application; I – Interview; R– Reference; T - Test

SUMMARY OF CONDITIONS OF SERVICE

Location:	Head office, Melrose Road, Galashiels (colleagues may be required to work at any Live Borders site during their career with us).
Hours of Work:	35 per week , worked as agreed with line manager
Payment Method:	Paid monthly on the last banking day of each month.
Annual Leave:	Up to 2 years' service = 30 days (pro-rata for part time) Increases by an extra day after completion of two years' service by commencement of the leave year. An additional day accrued for each completed year of service up to max of 5 additional days.
Public Holidays:	4 designated public holidays per year (pro-rata for part time)
Notice Period:	4 weeks, as detailed in any offer of employment
Pension:	Option to join Group Personal Pension; employee contribution from 5% with the option to join the Local Government Pension Scheme after 5 years' service.
Equal Opportunities:	Live Borders is an Equal Opportunities Employer and considers applicants on their suitability for the post regardless of sex, race, religion, disability or sexual orientation.
Sickness Allowance:	Employees with less than 6 months' service get Statutory Sick Pay (SSP) only. Occupational Sick Pay is available to employees with more than 6 months' service (when the sickness commences) and starts from 5 weeks' full pay/ 5 weeks half pay and increases to a maximum of 26 weeks' full pay/ 26 weeks half pay after 5 years' service.
Presentation:	Live Borders has strict standards of presentation; which staff are required to comply with. Uniforms are provided for the majority of posts where provided these must be kept clean and well presented. Where a uniform is not provided appropriate business dress is expected.
Other Benefits:	Free access to all our sports facilities Cycle To Work Scheme Access to ASVA Healthy Extras – includes retail discounts and access to health and wellbeing services

Please note that this is a summary of Live Borders conditions of service. If you are successful at interview and are offered employment, the specific conditions that apply to you will be detailed in your contract.

INFORMATION FOR ALL JOB APPLICANTS

Evidence of Right to Work in the United Kingdom

As a result of the Asylum and Immigration Act 1996, Live Borders requires every employee to provide evidence of eligibility to work in the UK. This will be required from the successful candidate prior to the appointment being made. Please do not send documentation at this stage. There are a number of specified documents which you could provide, some of which are list below. Only one is required:

1. A passport describing the holder as a British Citizen
2. A passport containing a Certificate of Entitlement issued by, or on behalf of the Government of the United Kingdom, certifying that the holder has the right of abode in the UK.
3. A passport or national identity card issued by a State which is a party to the European Area Agreement and which described the hold as a national of that state.
4. A registration card which indicates that the holder is entitled to take employment in the UK
5. A birth certificate issued in the United Kingdom or in the Republic of Ireland, with documentary evidence of their National Insurance Number.
6. A certificate of registration or naturalisation as a British citizen, with documentary evidence of the National Insurance Number.

Disclosure Scotland

The successful candidate will be subject to a Protecting Vulnerable Group registration to become a member of the Disclosure Scotland PVG Scheme, if this a requirement of the post. The cost of this registration will be met by Live Borders.

Live Borders

For more information about Live Borders please visit our website www.liveborders.org.uk

Please contact our People Team on recruitment@liveborders.org.uk if you require any other information about working for Live Borders.