



# **RECRUITMENT PACK**

Business Support Assistant  
(temporary)





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# ABOUT LIVE BORDERS

Live Borders is a forward-looking charitable trust at the heart of the Scottish Borders, delivering active, creative, heritage, life-long learning and community services that make a real difference to people's lives.

We exist to help communities thrive - physically, creatively and socially. Every day, our teams support people to be active, curious and connected, whether that's through sport and fitness, libraries and learning, arts and heritage, museums, events or community programmes.

Since our establishment in 2016, Live Borders has brought together sport, leisure, culture and learning services into one organisation with a shared purpose: to improve wellbeing, reduce inequality and strengthen communities across one of Scotland's most distinctive regions.



## **A PLACE-BASED ORGANISATION DELIVERING SOCIAL IMPACT**

The Scottish Borders is a unique place - rural, diverse and deeply connected to its communities. Live Borders reflects that. We deliver services across towns, villages and rural communities, reaching people of all ages and backgrounds.

Each year, we support more than a million visits to our sport and leisure facilities and hundreds of thousands of visits to our cultural venues and services. But our ambition goes beyond numbers. We want to ensure that what we offer is relevant, inclusive and responsive to the changing needs of the communities we serve.

We reinvest every penny we generate back into services and communities, ensuring public value and social impact sits at the heart of everything we do.

## **A TIME OF OPPORTUNITY AND CHANGE**

Live Borders is on an exciting journey. With new leadership and a clear focus on impact, we are strengthening how we engage with communities, partners and stakeholders, and how we tell our story.

This is a place for people who want to make a difference - who are motivated by purpose, but also excited by change, improvement and innovation.



## A MESSAGE FROM OUR CHIEF EXECUTIVE

Thank you for your interest in joining Live Borders.

Live Borders plays a vital role in the life of the Scottish Borders. Every day, our teams support people to be active, creative, curious and connected, through active living, creativity, culture and heritage, learning and community services. The impact of this work is felt across our communities, and it matters deeply.

We are a values-led organisation with a strong sense of purpose, and we are also one that is evolving, responding to the changing needs of our communities, the challenges facing the public and third sectors, and the opportunities ahead of us. This is a moment to be ambitious, thoughtful and bold about how we deliver our services and how we engage with the people we serve.

Everyone who works at Live Borders plays a part in our success. We are looking for people who care about people and place, who bring ideas, enthusiasm and commitment, and who want to do work that makes a positive difference. Whether your role is frontline, operational, specialist or strategic, you will be supported to contribute, grow and do your best work.

At Live Borders, we value openness, inclusion and teamwork. We believe that empowered people deliver the best services, and we are committed to creating an environment where our teams can grow, develop and do their best work.

If you are motivated by purpose, excited by change and keen to be part of an organisation rooted in community and impact, I encourage you to consider joining us.

I look forward to welcoming you to Live Borders.

Catriona McAllister  
Chief Executive  
Live Borders



# THE ROLE

**Hours:** 24 hours per week (temporary)

**Location:** Newtown St Boswells

**Salary:** £26,585.48 - £27,241.43 (pro rata)

Provide an effective and efficient clerical support service to all Live Borders services, this role is office based.

## OTHER DETAILS

- Undertake any other reasonable duties which may be requested by Live Borders
- Requirement to work out with normal hours (evenings/weekends): Occasional, by arrangement
- Full UK Driving Licence and access to vehicle essential.



# KEY 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. Order goods and services, such as stationery/ office supplies using the appropriate financial / purchasing systems.
7. Assist in the preparation of statistical data in appropriate format and financial information as required.
8. Maintain and update databases and spreadsheets to ensure the efficient recording and processing of information.
9. To collate data and assist with the preparation and circulation of information.
10. Input data to specialist information systems and portals (Vernons, Spydus, Gladstone, Digitickets, Lemon Bookings, Tech 1,).
11. Run reports from specialist systems to provide management information.
12. 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.
13. Process, calculate and record Petty Cash claims; prepare cheque requests.
14. Carry out the clerical work associated with the processing, calculation, coding and recording of invoices and the raising of external invoices.
15. Assist with and / or carry out banking and complete and reconcile the income return.
16. Calculate Commission amounts and carry out other costings i.e. for bookings.
17. 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.
18. Support with stock taking and audits, to take and maintain an Inventory.
19. Update social media.
20. Support with the recording of building faults.
21. 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.
22. Employees shall work in accordance with policies, procedures, information, instructions and / or training received.
23. 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



# KNOWLEDGE & EXPERIENCE

## EDUCATION

Essential	Assessed	Desirable	Assessed
Good standard of education, Minimum of 3 Nat 5's (or equivalent), which must include English & Maths or SVQ Level 2	A/I	One years experience of working in an office environment	A/I
		Current Driving License	A

## EXPERIENCE

Essential	Assessed	Desirable	Assessed
Experience of using MS Office packages, especially Outlook	A/I	Maintenance of site security	A/I
Working with members of the public	A/I	Maintenance of stock records	A/I

## SKILLS AND KNOWLEDGE

Essential	Assessed	Desirable	Assessed
Ability to prioritise and organize own workload	A/I	Basic Health and Safety knowledge and awareness	I/R



Good communication skills	A/I		
To be able to accept responsibility and work unsupervised	A/I		
Enthusiastic and approachable	A/I		
Willingness to undertake relevant training	A/I		



# PACKAGES & BENEFITS

**Pension:** Starts with a 5% company contribution into an Aviva scheme, increased to 10% after 2 years service. After 5 years service, you can join the Local Government Pension Scheme (current company contribution is 17%)

**Holidays:** Starts at 30 days of annual leave plus 4 public holidays (for Christmas and New Year). Increases with service up to a maximum of 35 days after 6 years' service.

Free membership at our Gyms & Swimming Pools

Free entry to our Attractions (e.g. The Great Tapestry of Scotland, The Jim Clark Motorsport Museum)

Death in Service benefit of 3 times salary

**ASVA membership:** We are a corporate member which means staff can get free access to other member attractions, including Edinburgh Zoo and Historic Scotland sites.

**Cyclescheme:** Saves the employee tax and NI contributions on the purchase of a new bike and accessories

**Help@Hand:** Employee assistance programme which includes a variety of services including a 24 Hour advice and information line with support including -

- Counselling and legal information
- Financial Support
- Remote GPs: where employees can arrange a call back from a practising UK GP 24/7
- Savings and discounts - access savings and rewards across a variety of big brands



# NEXT STEPS

If you would like more information or an informal chat about the role, please contact Nicky Bell on [nbell2@liveborders.org.uk](mailto:nbell2@liveborders.org.uk)

If you would like to apply for this post, head to <https://liveborders.bamboohr.com/careers>

**Hours:** 24 hours per week (temporary)

**Location:** Newtown St Boswells

**Salary:** £26,585.48 - £27,241.43 (pro rata)

**Closing Date:** Friday 20<sup>th</sup> March 2026

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](mailto:recruitment@liveborders.org.uk) to discuss your needs.

We look forward to receiving your completed application.