

Dear Applicant,

Thank you for your interest in the position of **The Crannie Facilities Co-ordinator for Edinburgh Old Town Development Trust (EOTDT)**.



Please note this is a re-advertisement of the role. As the job description has been revised, we are happy to receive applications from previous applicants if the position is still a role you feel is suitable for you.

Please read this covering letter first, then the rest of the information, before making your application using the form in this pack. If you need this information in a different format, please let us know.

The main conditions of the job are as follows: Based in The Crannie community hub in Cranston Street, Edinburgh, this post is 30 hours per week at £25,000 pro rata – initially for 12 months which can be extended on confirmation of funding.

There is an expectation of evening and weekend work to help cover The Crannie opening hours as they develop. Ideally this will be managed within the hours but where needed TOIL (Time Off in Lieu) will be given. Holiday entitlement is 30 days. Pro-rata for 30 hours a week is 24 working days annual leave including any relevant statutory holidays. The holiday year runs from 1 October to 30 September.

This post is subject to Pensions Auto-enrolment regulations with a 5% staff contribution and 3% employer contribution. This means from the beginning there is an obligation for monetary contributions to be paid into a pension at the following levels unless you opt out through the relevant process. EOTDT has nominated The National Employment Savings Trust (NEST) as their pension scheme provider.

How to apply

To apply fill in the following Application Form demonstrating you have the skills and experience to undertake the role, to admin@eotdt.org **by 5pm on Monday 15 November**. You can also add in an up-to-date CV but it is not required. We expect to interview candidates on 22 November – the exact time will be confirmed if you are selected.

This post is currently funded by The National Lottery Community Fund (formerly the Big Lottery Fund).

EOTDT is an Equal Opportunities Employer which means we make appointments based solely on ability to fulfil the duties of the post. Our Equal Opportunities Policy is available at the end of this application pack. To help us monitor our performance we ask you to fill in a confidential monitoring form which will not be seen by the panel involved in the recruitment process. The application procedure asks you to tell us only about those things that will help us decide whether you have the skills and abilities for the job.

If you have any queries about the position, please contact: Ben Cochrane, The Crannie Business Development Manager - ben@eotdt.org. You may also find it useful to visit the EOTDT website at www.eotdt.org or social media pages.

We look forward to receiving your application.



Edinburgh Old Town Development Trust (EOTDT) is a Company Limited by Guarantee
Registered in Scotland No: 366198 and a Scottish Charity No: SC004296
Registered Office: The Crannie, 9 Cranston Street, Edinburgh EH8 8BE
E-mail: admin@eotdt.org Web: www.eotdt.org

Edinburgh Old Town Development Trust – The Crannie Facilities Co-ordinator Job Description

Background

The Crannie is a resident led community space for residents in Cranston Street (off the Royal Mile) developed by the Edinburgh Old Town Development Trust (EOTDT). The hub provides much needed space for local residents to meet, work, learn and hold events. It has been funded by the National Lottery Community Fund (formerly the Big Lottery Fund), to have the resources to employ a staff team to resource and run the venue and support the residents use of the hub as well as lead a team of volunteers.

Purpose of the Role

EOTDT is seeking an experienced person to manage the day to day running of The Crannie community hub. The role will be responsible for managing the building and all facilities, ensuring quality customer service, helping develop a team of duty supervisors and volunteers, and dealing with the daily requirements of all service users.

Responsible to: the Business Development Manager.

Salary: £25,000 pro rata 30 hours a week – initially for 12 months which can be extended on confirmation of funding.

Role Tasks

General Duties

- To oversee and manage maintenance of the building.
- To be an active member of The Crannie and wider EOTDT teams.
- To ensure that the building and office are kept in excellent condition at all times, and comply with health and safety policy and procedures.
- To assist with the setting-up and storing of equipment and furniture.
- To undertake evening/weekend work as required.
- To undertake any other duties to further promote to the objectives of The Crannie/EOTDT as directed by the Business Development Manager.

Centre user and stakeholder contact

- To assist in managing and training a team of volunteers to cover reception, duty supervisor and other appropriate roles, to facilitate the smooth running of the community hub day-to-day.
- To ensure quality customer service, dealing with the daily requirements of all service users.
- To deal sensitively and appropriately with a range of complex and challenging issues presented by service users.

Administration and IT

- To develop, update and maintain efficient and effective administrative and IT systems for the centre
- To maintain and develop operational policies and procedures. To ensure The Crannie is fully compliant with legal requirements including health and safety issues, and to ensure these are regularly reviewed.
- To produce monthly reports on all relevant matters.
- Liaise with EOTDT Admin & Operations Manager as required regarding administration & IT tasks.

Room Hire and Promotions

- To actively promote room hire, maintaining and developing positive relationships with hirers to encourage continuity and new bookings.
- To ensure hire agreement procedures are strictly adhered to.
- To accurately record all bookings and ensure electronic diaries are kept up to date.

Financial

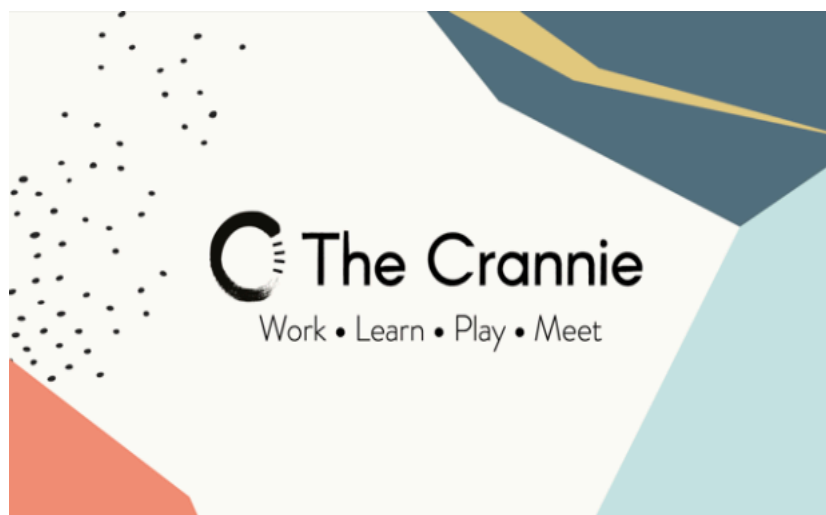
- To undertake financial tasks such as petty cash payments, sales and rental collection.
- To arrange relevant supplies and consumables for the operation of The Crannie.

Human Resources

- Working alongside the Community Development Manager, to develop and recruit for volunteer roles that support the development and smooth running of The Crannie.
- To deliver a volunteer induction training programme
- To line manage and oversee the work of duty supervisors and volunteers, delegating tasks as appropriate

Key Competencies/Person Specification

Personal Qualities, Skills and Experience	
Excellent communication, interpersonal and team-building skills	Essential
An inclusive, non-judgemental and positive attitude	Essential
Creative thinking and problem-solving ability	Essential
Self-starter – ability to work on own initiative and enthuse others	Essential
Knowledge of health & safety and other policies and procedures	Essential
Excellent customer service delivery	Essential
Confidence in project and financial reporting	Preferred
Previous Experience	
Developing and maintaining good customer service standards and practices	Essential
Experience of managing a building or community-based facility	Essential
Administrative and IT experience	Preferred



Application Form



Please complete all sections of this form as fully as possible, **in addition to** any covering letter or CV submitted. **Please do not put “see CV” as the only entry in any section.**

*This page will be separated from the rest of your application form for the short-listing process so **please submit this application form as a Word document and not as a PDF.** If using Google Docs link to fill this form in please **make/download a copy of this version first and use that copy** so people accessing this document after you do not end up seeing your application details!*

GENERAL

Please indicate where you saw the job advertised:

Online (which website?):

Other (please state):

PERSONAL DETAILS

Forename(s):

Surname:

Address:

Postcode:

Tel (day):

Tel (eve):

Email:

Please let us know if you require any alternative communication formats:

Please let us know if you will have any access requirements that will help us make arrangements for you if selected for interview:

EDUCATION & TRAINING

Please give details of your education and training including any qualifications/accreditation gained (lengthen table if necessary):

[illegible]

EMPLOYMENT HISTORY

Please give details of your paid or unpaid Employment History (There is no need to go further back than ten years unless there is employment of specific relevance that you would like us to know about) Lengthen table if necessary:

[illegible]

OTHER INTERESTS, HOBBIES & LEISURE PURSUITS

Please give details of such of your other interests as you wish:

SUITABILITY FOR THE POST

- Indicate how your experience, qualifications or aptitude fit you for this role as outlined in the Job Description and Person Specification (please keep your answer to two pages maximum of this application form):

ANY OTHER COMMENTS YOU WISH TO ADD

We are keen to recruit someone who has a commitment to our work and to the principles of community led development. It would be useful to know how your experience in private life or in employment supports this commitment:

REFEREES

Please give the names and addresses of two referees - one of them should be your present employer, a recent relevant employer or provider/manager of a recent freelance contract you have undertaken. References may be taken up for short-listed candidates. If you do not wish one or both of your referees to be approached unless a job offer is made, please tick the appropriate box below.

1. Name:

Organisation (if applicable):

Address:

Postcode:

Email:

Telephone day:

evening:

2. Name:

Organisation (if applicable):

Address:

Postcode:

Email:

Telephone day:

evening:

Equal Opportunities Monitoring Form

To help the EOTDT operate and monitor its equal opportunities policy effectively, please complete this form.

The details you provide will be treated as strictly confidential and in no way will they be taken into account in short listing or in determining your suitability for the post.

This form will be separated from your application immediately upon receipt. The information collected here will be only presented in collated form and will not be attributable to any one individual.

Please provide the details about yourself:-

What is your gender?							
What age range do you find yourself in?	<18	18 -25	26 -35	36 -45	46 -60	61 -75	76+
What is your nationality?							
What is your ethnicity?							
Do you consider yourself to have a disability?	Yes			No			



Equal Opportunities Policy

1. Statement of Equal Opportunities Policy

1.1 EOTDT recognises the value that diversity brings to society and is keen to champion and celebrate diversity. EOTDT acknowledges that discrimination exists in many areas of our society today and undertakes to play its part in reducing and eliminating such discrimination where it is within its sphere of influence to do so.

1.2 EOTDT will use its best endeavours not to discriminate on the grounds of race, ethnic or national origins, sex, gender, gender identity, marital or family status, sexual orientation, age, disability, religion and belief, employment status, trade union membership, political beliefs or socio-economic status. EOTDT wishes to eliminate discriminatory practices, and remove barriers to genuine equality of opportunity wherever possible.

1.3 EOTDT further recognises that discrimination can be direct or indirect and takes place at both institutional and personal levels. EOTDT recognises and believes that such discrimination is unacceptable and is committed to ensuring that its policies and practices provide equal treatment for all - in terms of employment of staff, work with volunteers and in all aspects of its service delivery to members, project users and the general public.

1.4 EOTDT is committed to taking positive steps to ensure that: all people are treated with dignity and respect, valuing the diversity of all; equality of opportunity and diversity is promoted; services are accessible, appropriate and delivered fairly to all; the mix of its employees, volunteers and management committees reflects, as far as possible, the broad mix of the population of its local community; traditionally disadvantaged sections of the community are encouraged to participate in policy decisions about, and the management of the services provided.

1.5 For this policy to be successful, it is essential that everyone is committed to and involved in its delivery. EOTDT's Board, its paid staff (whether salaried or contracted) and its volunteers should aim to embed this delivery in all its policies, procedures, day-to-day practices and external relationships.

1.6 EOTDT welcomes the statutory requirements laid down in: the Equal Pay Act 1970; the Rehabilitation of Offenders Act 1974; the Sex Discrimination Act 1975; the Race Relations Act 1976 and the Race Relations Amendment Act Feb 2000; the NHS Community Care Act 1990; the Disability Discrimination Act 1995; the Asylum & Immigration Act 1996; the Human Rights Act Nov 1998; the Employment (Religion or Belief) and (Sexual Orientation) Regulations 2003.

2. Scope and Review

2.1 The following areas fall within the scope of this policy and will be discussed in greater detail below:

- employment and recruitment of staff and volunteers
- training of staff and volunteers
- events and activities
- publications
-

2.2 This policy covers the behaviour of all people employed or volunteering for The Trust or using the services and sets out the way they can expect to be treated in turn. The elected members of the Management Board are responsible for the implementation and monitoring of the policy. While it is recognised that the Management Board bears responsibility for the implementation of the policy, EOTDT expects every employee, volunteer and member to accept a personal responsibility for the practical implementation of the policy.

2.3 The Trust intends to implement this policy by ensuring that:

- it is a condition of paid employment by EOTDT
- the Board, sub-committees, volunteers and users are made aware, understand, agree with, and are willing to implement, this policy.
- all staff and volunteers will be given a copy of this policy as part of their induction
- Board members, staff, management committee and volunteers are actively encouraged to participate in anti-discriminatory training and making time and resources available for such training
- monitoring the services, publicity and events provided by EOTDT happens, to ensure that they are accessible to all sections of the population and do not discriminate
- EOTDT takes active steps to ensure that participation is representative.

2.4 The Policy will be reviewed and revised as required at least every 3 years.

3. Employment and Recruitment of Staff and Volunteers

3.1 EOTDT is committed to ensuring that no applicant, employee or volunteer receives less favourable treatment on the grounds of gender, sex, race, colour, sexual orientation, nationality, religion, ethnic or national origin, language, age, marital or parental status, child care arrangements, carer status, employment status, disability, HIV status, physical or mental health, offender background, appearance, social or economic status, trade union membership or political belief or affiliation.

3.2 To this end EOTDT will take every reasonable, practical step to ensure that:

- when personnel decisions are made, the only personal characteristics taken into account are those which are necessary for the requirements and proper performance of the work involved, as well as being consistent with relevant legislation.
- when a personnel decision is made about an individual, the decision is based solely on an assessment of the capability and suitability of that individual and not on any generalised concepts about the characteristics of categories or groups of persons.

Further details are outlined in the EOTDT Recruitment and Selection Procedure.

3.3 An employee who believes they have not been treated equitably under this policy should raise the matter through the grievance procedure. Any job applicant who believes that they have not been treated equitably may write to the Chair of the EOTDT who will investigate the complaint.

3.4 The Board will not tolerate unfair discrimination against any members of staff by any members of staff or other persons associated with the organisation. Any matters brought to the attention of EOTDT will be investigated by the Senior Management Group (SMG), or the Trust Manager if it is a member of the SMG or the Chair if it is the Trust Manager concerned. Action will be taken where appropriate within the terms of EOTDT's disciplinary procedures and report it to the Board. If the Trust Manager is not available the Board can make the final decision.

4. Training of Staff and Volunteers

4.1 An Equal Opportunities Policy will not operate itself. It requires commitment, understanding and training where necessary for all people responsible for its implementation.

4.2 EOTDT is committed to ensuring that its staff, Board and, where possible, other volunteers are properly trained to help to fulfil the Equal Opportunities Policy. This should include refresher training when necessary.

5. Events and Activities

5. EOTDT feels that good equal opportunities practice is essential for the success of its activities, particularly events to which the general public are invited. It is especially important to guard

against the possibility that the choice of venue or the cost of attending might prevent people taking part in EOTDT events.

5.2 EOTDT is committed to making its programming accessible to as wide a range of people as possible both on a participative and audience basis. It will seek to achieve this in the following ways:

- For public events, only venues that conform to good practice in relation to access as described by the Equality Act will be used
- For such events only neutral venues will be used
- For such events, if prices are charged, concessionary rates will be made available for all those who would genuinely have difficulty in attending because of cost
- For such events, all reasonable steps will be taken to address barriers which may prevent disabled people from attending. These may include but are not limited to signage, translation, PA/carers costs, specialised transport or accommodation.
- Accessibility features and the availability of assistance made per above, will be mentioned in all publicity

6. Publications and Communications

6.1 EOTDT wants to ensure that its publications are as accessible as possible, whether in printed, electronic or audio-visual format.

6.2 To achieve this, EOTDT will work towards:

- making its printed material available in alternative formats, including plain text, upon request and to make this availability known on all publications, and where ever possible will provide it in other formats as requested to meet individuals' particular access needs
- following best accessibility practice in the use of size, font, colour and layout
- ensuring the maintenance of a website that meets current best practice in relation to accessibility
- aiming to subtitle all audio-visual content
- recognising the need to produce materials in languages other than English where this is a legal requirement and in cases where not doing so would prohibit access to its services. In responding to this need Voluntary Arts will actively seek out partner organisations.
- investigating other methods of increasing accessibility to information
- ensuring its staff and volunteers are trained in how to make such provision
- acting sensitively regarding local political and cultural issues in its use of images, colours and symbols
- aiming to use Plain English in all its publications. This approach keeps jargon to a minimum and uses simple, friendly language, spelling out acronyms and changing arts and policy terminology into simple terms where possible.

7. Monitoring Equal Opportunities Practice

7.1 In addition to evaluating conformance to this policy EOTDT believes that it is important to monitor equal opportunities practice within its activities.

7.2 To monitor progress on improving the openness of events and recruitment, participants and applicants will be asked to provide information relating to equality issues. The information collected will be only presented in collated form and not attributable to any one individual.

7.3 Effective record keeping and monitoring, and acting on information gathered, are essential in order to measure effectiveness and plan progress. The Board will review the results of monitoring annually.

Adopted by the EOTDT Board 20 September 2019

Review by 20 September 2022