



## CANDIDATE INFORMATION

### for the exciting roles in our Support team:

Communications & Events Officer

Permanent, part-time

Office & Admin Lead

Permanent, full-time

Receptionist

Permanent, full-time

The Good Shepherd Centre, Greenock Road, Bishopton, PA7 5PW

Tel: 01505-864500

Email: [applications@goodshepherdcentre.org.uk](mailto:applications@goodshepherdcentre.org.uk)

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## A message from the Director

Dear Applicant,



**Thank you for your interest in the Good Shepherd Centre (GSC). Our work helps and supports young people who have experienced extreme difficulties in their lives to make sense of their experiences and build hope for the future.**

We want to give you a flavour of who we are, what we do and why, and how we go about our work. We want to share the vision and values of Team GSC so that you understand what the rewards and challenges of working with us might be for you. We also want to tell you about the lives and experiences of young people who come to stay here with us.

In this pack, you will see that there are links to sections on our website which explain the purpose of GSC, how the different departments work together towards the best care, education and specialist support the young people who come to stay with us need and to the stories of the young people we support.

Everyone at GSC is committed to making a positive difference alongside and for young people. The Good Shepherd Centre's purpose is to provide a positive, life changing experience for young people through individual care, education and skills development. We do this through trying to make sure everything we do upholds the values and principles of kindness, respect, nurture, and relational and rights-based practice. This means we have a strengths-based approach, and we get to know and to understand each young person as an individual and build trust and positive relationships with them. We work with families and other adults in their life to support each young person to move forward from the often-extreme challenges and harm they have experienced.

There is a well know proverb or saying, which is common across several different African cultures and languages, which is *'It takes a village to raise a child.'* In the Kijita language the literal translation is that regardless of a child's biological parents, their upbringing belongs to the community. So, for the children and young people at GSC and in our care, we know this means a whole team/whole Centre approach and valuing every colleague in every job role; because whatever our role; we all play our part, working together in the best interests of the children and young people we support.

The GSC has made a commitment to [#KeepThePromise](#) and all our staff team will have a part to play as we further strengthen our care, education and health and wellbeing teams.

If you are committed to making a positive difference to the lives of vulnerable young people through being a positive role model for GSC, we'd love to hear from you.

We hope to meet with you to discuss this opportunity,



Alison Gough, Director, GSC

## Introduction to the Good Shepherd Centre

*“Our purpose is to provide a positive, life-changing experience for young people through individual care, education and skills development focused on promoting young people’s mental and emotional wellbeing and longer-term positive outcomes”*

We are a Scottish charity that provides a secure care & intensive care service for vulnerable young people based in Bishopton, Renfrewshire and are privileged to be situated in a 38-hectare campus; within a beautiful countryside setting and stunning views over the Clyde estuary.

We support young people from the age of 12 up to 18 in secure care and 20 in close support care. We work alongside their families and the professionals involved in their lives, to make sense of their experiences and to build hope, coping skills and goals for the future.

Young people live in one of our 4 houses or cottages depending on the level of support required. They continue their education in our school on campus or attend further education out with the campus.

We offer a place of safety and nurture and a positive, holistic and strengths-based ethos.

GSC has gone through an exciting period of growth and we’re on journey for a further period of growth with strategic goals aligned with The Promise in place for 2021-2024. These goals are set to move the organisation forward confidently in the best interests of the young people and other stakeholders.

This is an exciting time to join Team GSC as the charity seeks to build on its strong reputation for relational based practice.

### Context of Work

Young people are referred to us through the Children’s Hearing System and the Criminal Justice System. They have experienced difficulties in their lives, and many will have faced traumatic and harmful situations and may be experiencing psychological distress; mental health problems; and problems coping with managing feelings and day to day life.

### Values

Our values are at the core of every decision we make as a team; we are **Kind, Nurturing, Resilient,** and **Rights Respecting**. In addition to our core values, ‘**Hope**’ has also been part of our ethos for a long time, as we believe without Hope we cannot achieve our goals.

### Working for us

We have a caring, experienced and committed staff team. This multi-professional, multi-skilled team includes qualified and registered residential childcare managers and staff teams for each House, and GTC registered teachers within our Education Department. Our senior staff promote and model a positive, compassionate, strengths and relational based approach to all aspects of our work and encourage a culture and climate of ‘whole centre community’, where the dignity, needs and rights of the individual are respected at all times.

In addition to our residential care and Teaching staff, we have a number of other specialist practitioners including learning support staff with specific skills, Clinical and Forensic Psychologists and advisors, therapists, creative arts, sports and vocational coaches and tutors.

Team GSC includes c150 staff and our Director leads a Senior Management Team including:

- Head of Secure Care
- Head of Intensive Support & Throughcare
- Head of Education
- Head of Practice & Professional Development

## Our structure



Organisational  
structure.pdf

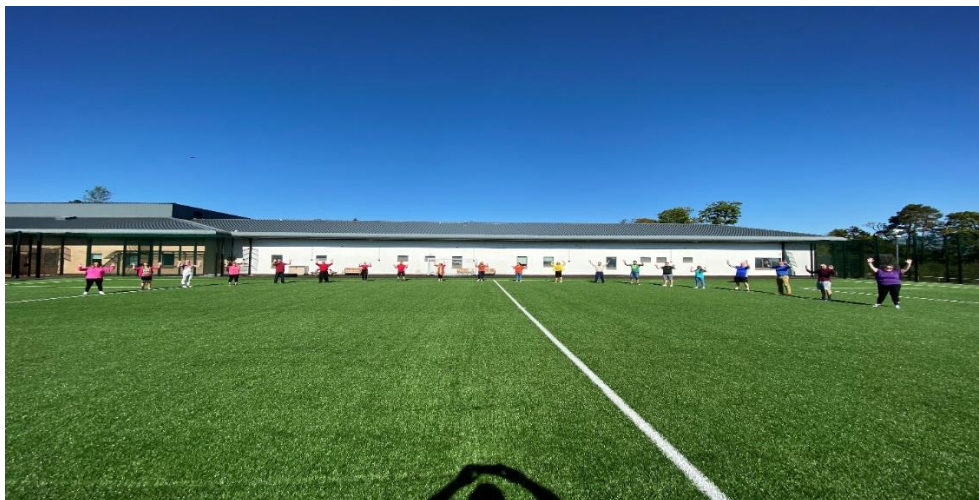
## SSQR

You can read more about our work and outcomes for young people in our SSQR (2020-2021)

[Service Standards & Quality Reports - Good Shepherd Centre \(gsc.scot\)](#)

## Care Inspectorate Report (2022)

We are very proud of our scores and the feedback we received from young people, staff, social workers and the care inspectors. You will find the full report for both secure and close support [here](#).



## Communications & Events Officer

### Job Description

|                   |  |
|-------------------|--|
| Position title:   | Communications & Events Officer                      |
| Reports to:       | Head of Practice & Professional Development          |
| Contract Type     | Permanent  |
| Position Type     | Part-time  |
| Hours of Work     | 18.5 hours per week                                  |
| Salary guideline: | £26,500 per annum                                    |
| Pattern of work:  | Within Monday to Friday with a degree of flexibility |

### Job Purpose

The Good Shepherd Centre (GSC) supports vulnerable young people from the age of 12 up to 21. We offer a place of safety and nurture and a positive, holistic and strengths-based ethos.

The Communications and Events Officer plays a key role in ensuring that Communications across the GSC are consistent and in line with GSC's active values of being rights respecting, kind, nurturing, resilient and hopeful in all that we do with and for young people. The core purpose of the role is to support communication internally and externally between colleagues and Team leads across Care, Education, Health and Wellbeing and our Support Departments, and young people, their families and all of our external partners.

The Communications and Events Officer administrates Communications internally and champions the work of the GSC externally, assisting with the preparation and presentation of publications and reports and amplifying the voices of young people, families and colleagues. They provide a range of administrative supports to deliver an effective media presence and relationship service, support to the volunteer Trustees (Board of Directors) and Senior Managers and in the preparation, practicalities and running of GSC events.

This involves focusing on traditional, social media and digital content, virtual working, face to face collaboration and Project and GSC events.

### Main Duties

1. To support the GSC Senior Management Team and Team/Departmental Leads to develop and deliver proactive and responsive Internal and External Communications.
2. To support the GSC Senior Management Team and Team/Departmental Leads to develop and deliver effective GSC Events, including Seasonal and Celebratory Events, Annual Staff Service Awards, Annual End of School Year Awards and Celebration and Training Events and Conferences.
3. To support the GSC Senior Management Team and Board of Directors manage communications to and from journalists and other key stakeholders.
4. To implement new systems and processes to support GSC's internal and external communications activity and maintain and alongside our commissioned Media Consultant, develop our existing media and social media presence and channels.

5. To produce and help draft written content for Internal and External resources; including Annual Reports, Training and Meetings Calendars, organisational 'To Do; Guides and All-Team Briefings.
6. To support the GSC Senior Staff Team in ensuring consistency of Voice (Tone and Style) in the creation, development and published paper and digital content in line with GSC branding.
7. To support the delivery of GSC's programme of Events during the course of each year.
8. Alongside the Heads of Service and Team Leads, to develop a GSC Intranet and take a lead on developing content and regular Newsletters for Internal and External communication.

#### Specific responsibilities:

1. To support GSC to increase public and sector awareness and understanding of the issues faced by, and the needs and achievements of young people and secure care and residential school care.
2. To act as a first point of contact for the GSC general enquiries and any media and events inboxes, taking essential information and ensuring timely, professional and effective responses are delivered.
3. To respond to enquiries from journalists, taking essential information, and organising briefings where appropriate, supporting the Board of Directors and the SMT with any interviews for broadcast media.
4. To ensure that press releases, other media content and GSC external communications are signed off by the SMT as agreed and published in a timely and effective way.
5. To ensure that all interactions with GSC's stakeholders and external partners are properly recorded and stored within the relevant GSC files and databases.
6. Alongside the Media Consultant, and GSC Funding Manager, to support website postings, social media accounts and the upkeep of customer relationship management databases and/or Project folders including Mailing and Contact lists, updating content and ensuring compliance with relevant legislation and best practice.
7. To facilitate the GSC Events Committee and liaise with other relevant Project Teams in relation to planning Annual and bespoke GSC Internal and Community Events.
8. To support GSC's input and presentations for GSC Guests and at events run by other organisations.
9. To identify, prioritise and respond to sector issues, campaigns, queries and other matters on behalf of GSC as agreed.
10. To attend and actively support GSC events, compiling and issuing papers and materials, co-ordinating the practical planning, catering and equipment, taking relevant notes where agreed and ensuring feedback and follow up action is taken as required.

#### Other Duties & Tasks

1. Adhere to the GSC Equality and Diversity policies in all activities and actively promote equality of opportunity wherever possible.
2. Be responsible for your own health and safety and that of your colleagues, in accordance with the Health and Safety at Work Act (1974) and relevant legislative directives.
3. Work in accordance with the Data Protection Act, General Data Protection Regulations and any other data protection and intellectual property legislation.
4. Undertake such other duties as may be reasonably expected.



## Person Specification

|                               | <b>Essential</b>   | <b>Desirable</b>  |
|-------------------------------|--|---|
| <b>Experience</b>             | <ul style="list-style-type: none"> <li>• Experience of delivering a broad range of Communications and Administrative supports in a busy Team environment</li> <li>• A good knowledge of office systems and procedures which has been gained from at least two years' previous administrative experience</li> <li>• Experience of communications in a variety of media and social media</li> <li>• Good IT skills, including well developed ability to use Word, Excel, PowerPoint, Access and Outlook.</li> </ul>  | <ul style="list-style-type: none"> <li>• Experience of arranging events, webinars and seminars</li> <li>• Experienced in using email systems such as Mailchimp, as well as online survey development systems such as Survey Monkey, and Menti</li> <li>• Experienced with Content Management Systems (such as Wordpress)</li> </ul>   |
| <b>Professional Qualities</b> | <ul style="list-style-type: none"> <li>• Giving commitment and support to the work of the team.</li> <li>• Maintaining a high standard of service delivery and consistency of approach in work practice</li> <li>• Good organisational skills &amp; a highly motivated individual</li> <li>• Excellent oral and written communication skills.</li> <li>• Familiar with MS Word &amp; MS Excel</li> <li>• Experience of producing a high standard of written work including web postings, records of meetings, reports, emails and letters</li> <li>• Good numeracy skills</li> </ul> | <ul style="list-style-type: none"> <li>• The ability to respond at pace to internal and external communications</li> <li>• Good interpersonal skills, particularly the ability to deal effectively and courteously with staff, members, journalist, senior people, visitors and partner organisations in order to provide a good level of customer care and partnership working.</li> </ul> |
| <b>Personal Qualities</b>     | <ul style="list-style-type: none"> <li>• Be able to use own initiative and work as part of a team</li> <li>• Calm, flexible and imaginative in dealing with challenging situations</li> <li>• Demonstrates compassion and understanding of the challenges and difficulties</li> </ul>  | <ul style="list-style-type: none"> <li>• Be able to take responsibility for your own actions</li> <li>• Have a warm, friendly approach</li> <li>• Resilient</li> <li>• Have a full UK Driving Licence</li> </ul>  |



|  |   |   |
|--|---|---|
|  | <p>faced by young people in secure care</p> | <ul style="list-style-type: none"> <li>• Excellent organisational abilities, including the ability to take initiatives, prioritise your own work to meet deadlines and project milestones, and a concern for order and accuracy.</li> </ul> |
|--|---|---|

## Office & Admin Lead

### Job Description

|                   |  |
|-------------------|--|
| Position title:   | Office & Admin Lead                                  |
| Reports to:       | Finance/Office Manager                               |
| Contract Type     | Permanent  |
| Position Type     | Full time  |
| Hours of Work     | 37.5 hours   |
| Salary guideline: | £26,500 per annum                                    |
| Pattern of work:  | Within Monday to Friday with a degree of flexibility |

### Job Purpose

The Office & Admin Lead will help to promote the ethos and active values of the Good Shepherd Centre (GSC) in being rights respecting, kind, nurturing, and resilient.

As Office & Admin Lead you will provide both clerical and administrative support to the Management Team at GSC. You will be involved with the coordination and implementation of office procedures and will frequently have responsibility for specific projects and tasks. Your work will involve both written and oral communication, word processing and typing, and requires relevant skills such as IT, organisational and presentation skills, as well as the ability to multi-task and work well under pressure.

### Main Duties

As Office/Admin Lead, you will have the responsibility for:

1. Support in the recruitment and training of admin staff and delegating work as required
2. Supervision of the admin team within their roles
3. Using a variety of software packages, including Microsoft Office 365
4. Minute taking
5. Dealing with telephone and email enquiries (Microsoft Outlook)
6. Organising and storing paperwork, documents and computer-based information in line with GDPR guidelines and liaising with Care Quality Lead
7. Creating and maintaining filing and other office systems and keeping relevant databases up to date.
8. Supporting to manage diaries and arranging appointments
9. Schedule and attend meetings, create agendas and take minutes – ability in shorthand may be beneficial
10. Booking meeting rooms and conference facilities in support of in-house and external events
11. Liaising and supporting the Communications and Events Officer in relation to their role
12. Liaising with staff in other departments and with external contacts
13. Supporting with the ordering and maintenance of stationery and equipment
14. Organising travel and accommodation for staff and other external contacts when required.

## Competencies

You will need to have:

- excellent oral and written communication skills
- strong organisational skills
- good presentation skills, with a high attention to detail
- the ability to plan your own work, use your initiative and meet deadlines
- the ability to manage pressure and conflicting demands, and prioritise tasks and workload
- the ability to accept and understand instructions
- tact, discretion and respect for confidentiality
- a pleasant, confident telephone manner
- teamworking ability
- reliability and honesty

## Person Specification

|                               | Essential  | Desirable  |
|-------------------------------|--|--|
| <b>Experience</b>             | <ul style="list-style-type: none"> <li>• Experienced in using Microsoft Office Software.</li> <li>• Managing Office based Databases &amp; Spreadsheets</li> </ul>  | <ul style="list-style-type: none"> <li>• Supporting Senior Management Teams</li> <li>• Supervising a team</li> <li>• Experience in minute taking</li> </ul>  |
| <b>Professional Qualities</b> | <ul style="list-style-type: none"> <li>• Giving commitment and support to the work of the team.</li> <li>• Maintaining a high standard of service delivery and consistency of approach in work practice</li> <li>• Good organisational skills &amp; a highly motivated individual</li> <li>• Excellent communication skills.</li> <li>• Ability to take effective minutes</li> </ul> | <ul style="list-style-type: none"> <li>• Ability to manage diaries</li> </ul>  |
| <b>Personal Qualities</b>     | <ul style="list-style-type: none"> <li>• Be able to use own initiative and work as part of a team</li> <li>• Calm, flexible and imaginative in dealing with challenging situations</li> <li>• Demonstrates compassion and understanding of the challenges and difficulties faced by young people with secure care experience</li> </ul>  | <ul style="list-style-type: none"> <li>• Be able to take responsibility for your own actions and effectively use your own initiative</li> <li>• Resilient</li> <li>• Have a full UK Driving Licence</li> </ul> |

## Receptionist

### Job Description

|                   |                             |
|-------------------|-----------------------------|
| Position title:   | Receptionist                |
| Reports to:       | Finance/Office Manager      |
| Contract Type     | Permanent                   |
| Position Type     | Full time                   |
| Hours of Work     | 37.5 hours                  |
| Salary guideline: | £21,255 per annum           |
| Pattern of work:  | Monday to Friday, 9am – 5pm |

### Job Purpose

To provide an effective and efficient Reception and clerical support through the provision of administrative procedures as required by staff of the Good Shepherd Centre.

### Main Duties

1. Greeting visitors and stakeholders to the Good Shepherd Centre in a confident and professional manner.
2. Based within the busy Control Room of the Good Shepherd Centre, operating the main switchboard ensuring the logging of all calls received as well as effectively communicating any messages in a timely and accurate manner.
3. Receiving internal and processing external calls as required and maintaining an accurate record on digital systems.
4. Monitor and maintain daily occupancy records via appropriate digital systems. Report occupancy activity on a weekly basis.
5. Monitor, process and record arrival and leavers data.
6. Binding documents for internal use as required.
7. Accept and record delivery of all goods to Good Shepherd Centre.
8. Adhere to the Good Shepherd Centre's code of strict confidentiality.
9. Any other ad hoc duties outlined by the Finance/Office Manager.

## Person Specification

|                               | Essential   | Desirable   |
|-------------------------------|---|---|
| <b>Qualifications</b>         | <ul style="list-style-type: none"> <li>A relevant qualification in Business Administration</li> </ul>   | <ul style="list-style-type: none"> <li>Additional customer service qualification (NVQ/SVQ)</li> </ul> |
| <b>Experience</b>             | <ul style="list-style-type: none"> <li>Previous reception experience in a similar public/third sector role</li> </ul>   |   |
| <b>Professional Qualities</b> | <ul style="list-style-type: none"> <li>Highly IT literate including Microsoft Office Packages especially Excel</li> <li>Excellent verbal and communication skills</li> <li>Able to demonstrate sensitivity and discretion</li> <li>Confident communicator whether by phone or face to face</li> </ul>             |   |
| <b>Personal Qualities</b>     | <ul style="list-style-type: none"> <li>The ability to work well as part of a team</li> <li>The ability to use one's own initiative</li> <li>The ability to remain calm and patient under pressure</li> <li>A caring and approachable person</li> <li>A organised person with the ability to multi task</li> </ul> |   |

## Benefits

Below is a summary of our typical Statement of Main Terms and Conditions of Employment.

We believe we offer a generous package of benefits to all our employees including:

**Hours of work.** Normal hours of work for a full-time post will be 37.5 hours per week

**Generous Annual leave.** 32 days holiday including public holidays (rising to 37 days after 5 years' service and 40 days after 10 years). The annual leave year runs from 1<sup>st</sup> January to 31<sup>st</sup> December. Pro-rata for part time staff.

**Enhanced Employer Pension contribution.** Employees with permanent contracts, or temporary contracts lasting 3 months or more, become members of the Local Government Pension Fund, unless they apply to opt out. The employee contribution is based on salary level.

**Life assurance.** 3 x salary subject to being a member of the pension scheme.

**Generous Occupational sick pay scheme entitlement for all roles**

### Other benefits

- Cycle to Work Scheme
- Employee Assistance Programme
- Access to Blue Light Card scheme offering a range of discounts from large national retailers to local businesses in a wide range of categories including holidays, cars, days out, fashion, gifts, insurance phones and much more!
- Investment in workforce development
- On site car parking to name but a few

## How to apply

We hope you have found the information in this pack both useful and informative.

If you are looking for a new and exciting role in the third sector and would welcome the opportunity to help young people achieve their potential, then working as part of our dedicated and experienced team may be a good move for you.

**Please note**, as per our company policy, we are strictly unable to accept CV's.

**To apply**, please complete our application form available to download on our website at the link below and submit to [applications@goodshepherdcentre.org.uk](mailto:applications@goodshepherdcentre.org.uk) by the closing date. Alternatively, you can request an application pack by email at [applications@goodshepherdcentre.org.uk](mailto:applications@goodshepherdcentre.org.uk) or by telephone on 01505 864500.

Pre-Employment Medical Questionnaires will be undertaken prior to confirmation of employment. All convictions whether spent or unspent must be declared. These posts are regulated work with children under the Protection of Vulnerable Groups (Scotland) Act 2007. The preferred candidate will be required to join the PVG Scheme or undergo a PVG Scheme update check. Where an individual has spent a continuous period of 3 months or more out with the UK in the last 5 years, an Overseas Criminal Record Check will be required. You will be required to provide this check. A confirmed offer of employment and commencement in the post will be subject to the outcome of both these pre-employment checks being deemed satisfactory.

Applications will be shortlisted for interview by matching the details given in their application against the job description and person requirements. We would therefore ask you to provide clear evidence to show how your experience, skills and knowledge match those requirements.

We are developing an innovative selection process to have a focus on values and engagement with young people.

Thank you for your interest in working with us. If you have any questions at all, please do not hesitate to contact either the contacts given herein for each job role or the HR department on 01505-864500.

Best wishes,

The Good Shepherd Centre





*"Staff try to support you as much as possible to help you maintain a positive image for the future" Young Person*

[www.gsc.scot](http://www.gsc.scot)

**Come and join our amazing team!**

