

RECRUITMENT PACK



Assistant Business Manager, Lendrick Muir



Scripture Union Scotland is registered in Scotland as a charity (no.SCO11222)
and as a company limited by guarantee (no.SC54297).

New Olympia House, 13 Olympia Street, Glasgow, G40 3TA.
suscotland.org.uk | 0141 332 1162



Recruitment Pack

Assistant Business Manager

March 2025

Hello.

Thank you for taking the time to check out this opportunity to join the SU Scotland team.

Our shared vision is to see every child and young person in Scotland exploring the Bible and responding to the significance of Jesus.

Lendrick Muir is one of our outdoor centres where young people have the opportunity to visit as part of a school residential, SU weekend or holiday, or with their church group. Whilst enjoying time in God's amazing creation and taking part in some of the outdoor activities, they also have the opportunity to explore faith.

As part of the admin team you will play a vital role as the first point of contact for anyone interested in visiting the centre, creating a welcoming and supportive environment for everyone who comes through the doors of the centre, whether teachers or other guests, suppliers or contractors, but primarily each young person attending an event.

Please enjoy reading through the enclosed recruitment pack and if you have questions about the role prior to applying, just get in touch.

Meantime, be assured of our prayers for you and others giving serious consideration to whether this could be the right thing for you.

Robin



Robin MacLellan, CEO

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ABOUT SU SCOTLAND

Scripture Union Scotland is part of the worldwide family of Scripture Union movements that began in the nineteenth century and now operate in over 130 countries across the world.

We are a Christian charity working in partnership with local churches and other sympathetic organisations. More than 2,200 volunteers are involved in helping to run our activities, together with around 120 staff and associate workers.

- Our SU Holidays and weekends are the place to be for high energy activities, music, crafts, friends, fun, camping and a whole lot more with Magnitude. Festival adding a dynamic new dimension to the mix.
- Our residential centres are places of adventure, escape, discovery and hope, hosting thousands of school pupils on residential breaks each year.
- We work in schools throughout the academic year. SU workers and volunteers contribute to the curriculum in many of Scotland's schools.
- Our discipleship programme helps young people to grow, learn, explore and develop leadership skills.



OUR VISION & VALUES

Our vision is to see every child and young person in Scotland exploring the Bible and responding to the significance of Jesus.

Everything we do is governed by two core values: [dependence on God](#) and [deepening relationships](#).

We love to see children and young people:

- **Feeling valued and accepted in every encounter with SU Scotland** being able to express their views, engage with others, and grow in confidence as they recognise and develop their abilities.
- **Exploring the key stories and events from the Bible**, reading and studying the Bible on their own and with others, and growing in their understanding of God and what it means to follow him.
- **Having opportunities to learn about Jesus**. Making the decision to follow Jesus, and having the confidence to reflect this in their choices, attitudes and actions.





VISION

Our vision is to see every child and young person in Scotland exploring the Bible and responding to the significance of Jesus.

VALUES

Everything we do is governed by our core values of Dependence on God and Deepening Relationships

OUTCOMES

we seek for children and young people

Discover

- Discover God’s love for them
- Encounter God’s goodness through the service of his people
- Explore God’s world

Explore

- Explore and understand the Christian faith
- Read the Bible and understand its big story

Respond

- Space to reflect and make a response to the Gospel
- Children and young people coming to faith

Flourish

- Confidence in living for Jesus and sharing faith
- Grow as a disciple and young leader
- Help disciple others

ANCHORS

As we work we will do so with:

- Bibles open – Prayer central – Ministry at the Margins prioritised – Volunteers first – Disciples making disciples – Serving churches – Residentials transforming lives

JOB OVERVIEW

Job Title: Assistant Business Manager

Salary: £24,309*- £25,862 per annum, pro rated for part time, generous employer pension contributions, annual leave allowance and Employee Assistance Programme

Location: Lendrick Muir

Contract: Permanent; Part time - 22.5 - 30 hours per week

Managed By: Business Manager

Key Relationships: Internal: Office Team; Lendrick Muir managers; Lendrick Muir team; Finance Manager and team; HR; Executive Assistant; Local Ministries Staff; Holidays and Development Team

External: Group Leaders; visitors to the centre; volunteers; key suppliers; teachers; pupils; external providers

*This will increase with effect from 1 April 2025, in line with our annual pay award





TASKS & RESPONSIBILITIES

Purpose

To support the Business Manager as part of the office team, ensuring the smooth operation of all administrative functions at Lendrick Muir.

Main tasks and responsibilities

Department responsibilities

1 Business Development

- Working with the Centre Director, Business Manager and Schools Manager to ensure bookings at the Centre are within the capability of the team and maximise opportunities for ministry.
- Working with the Business Manager to gather, collate and analyse feedback from visitors and staff, ensuring where necessary operational changes are made to improve customer service and Centre efficiency.
- Working with the Business Manager to ensure sufficient progress is being made towards achieving the Centre's KPIs.

2 To deputise, where necessary, for the Business Manager by managing the administration of the Centre

- Responding to customer leads.
- Fostering and developing relationships with customers both within and out with the organisation, understanding their individual needs.
- Supervising all aspects of group and individual bookings from first point of contact through to arrival, including evaluation of their visit.
- Managing the admin team by:
 - ensuring appropriate documentation is maintained so that staff have relevant information
 - ensuring administration team have the necessary support and knowledge to perform their role
- Overseeing the Centre's use of its booking system software (Venue360) and have a good relationship with the suppliers.
- Supervising weekly operations meeting, liaising with managers to ensure relevant information is passed to staff/volunteers to ensure optimum service delivery.
- Managing, with the relevant team, the hosting and morning thought rota.

3 To support the Business Manager with aspects of the financial management of the Centre, including:

- Working with the Administrator to prepare the monthly cash statement.
- Recording and banking of income.
- Issuing invoices to guests and insuring payment.
- Handling of petty cash where necessary.
- Having an understanding of forecasting and analysis of Centre's sales.
- Working with the Business Manager and Schools Manager to formulate the annual income budget for the Centre.

4 To line manage the Administrator

- Providing effective orientation of the Administrator.
- Through regular 1:2:1s and annual reviews provide ongoing supervision in all aspects of the tasks within their remit.
- Working with the administrator to set clear and measurable objectives, maintaining a high standard of work performance.
- Pursuing development opportunities to ensure they develop their skillset and enhance their contribution to the team.

5 Working with the Administrator to provide admin of residential bookings and day events.

- Acting as the first point of contact for guests, answering the telephone and responding to emails, relaying messages as appropriate.
- Fostering and developing relationships with customers both within and outwith the organisation. Understanding individual needs and all aspects of the services offered by the Centre.
- Liaising with groups and preparing for their visit, ensuring all paperwork is completed eg signed booking agreement.
- Preparing practically for residentials, including:
 - collecting information such as dietary and medical needs
 - assembling activity programmes coordinating with guests and the activities team
 - creating signage within the building
 - producing sign up sheets before guests arrive
 - generating information boards for staff hosting events
- Ensuring the booking diary is kept up to day on venue360.
- Ensuring booking information is communicated to staff.
- Working with the Administrator to chair weekly operations meetings and liaise with managers to ensure sufficient team.
- Other additional admin tasks as required.

6 To manage the Centre shop, including:

- Training staff to man the shop competently.
- Ensuring sufficient float in the shop till.
- Assisting with staffing for shop openings.
- Recording monthly sales and balancing the shop.

7 Other administrative responsibilities

- Assisting with the distribution of uniform to staff.
- Assisting with management of lost property.
- General clerical duties eg photocopying, mailing and filing.
- Maintaining and ordering stationery supplies.
- Assisting with special events.
- Ensuring visitors to the Centre, including contractors are signed in appropriately and relevant staff are informed.

Centre responsibilities

8 To participate fully in the life and ministry of the Centre

- Modelling a Christian lifestyle and values by consistently demonstrating Christ-likeness in attitude towards others and behaviour at work.
- Demonstrating continual reliance on God through active participation / leadership of prayer and Bible teaching as required at Centre staff daily prayer meetings and fellowship meetings.
- Helping support other teams where needed eg house team on change over days, activities team leading sessions and catering team with food service.
- Hosting groups and being their first point of contact during their visit, which will involve some evening and weekend working.

9 Miscellaneous

- Ensuring the highest standards of service, through compliance with statutory requirements and company policies across all areas of responsibility.
- Continuing to grow through training both personally and professionally to provide enhanced professional value and expertise.
- Flexibility in assisting other staff and volunteers where necessary. May sometimes include duties different from and in addition to those mentioned above, as determined by the Business Manager.
- The above list is intended to give an indication of the range of duties for the role. Other appropriate tasks / responsibilities will be expected as required.

Occupational Requirement

An Occupational Requirement applies in terms of the Equality Act (part 1, schedule 9). This post requires the occupant to have a personal faith in Jesus Christ as Saviour and Lord and to believe the Bible to be fully trustworthy, in all that it affirms, and the highest authority for faith and life in keeping with SU Scotland's statement of faith. These principles require to be applied alongside the professional skills required in this role.

Appointment will be subject to a satisfactory PVG Scheme Disclosure

In common with all SU Scotland staff members:

- Further the aims and activities of Scripture Union Scotland
- Undertaking professional development through active participation in annual development reviews, supervision and internal or external training as required or individually identified.
- Attendance and full involvement at the annual staff residential retreat and other staff days as they arise, taking part in planning and/or delivering activities/sessions as required
- Taking part in other Scripture Union activities where appropriate
- Demonstrating commitment to the SU Scotland ethos, vision, values and work practices, and the wider ministry of SU in Scotland and beyond

Ministry Partner Development

Each member of the SU Scotland staff team is involved in support raising to an appropriate extent. This may include:

- Personal approaches to potential donors and prayer supporters to invite them to partner in your ministry
- Regularly updating your action plan and keep a track of tasks undertaken.
- Regular communication with existing prayer and financial supporters to ensure they are well-informed and their contribution appreciated.
- Being aware of volunteering opportunities and promoting these as appropriate.



PERSON SPECIFICATION

CRITERIA	ESSENTIAL	DESIRABLE
Knowledge and Experience		
Experience within an office-based environment	✓	
Experience and proven track record in excellent communication skills in a variety of media, including telephone, written and inter-personal.	✓	
Previous roles will have involved working on own initiative	✓	
Knowledge of and experience in outstanding customer care	✓	
Knowledge of and experience of invoicing	✓	
Knowledge of monitoring income budgets and KPIs		✓
Experience of line managing staff		✓
Computer literate with a good understanding of Windows and associated office software packages such as Word, Excel, and Powerpoint, and a working knowledge of design and marketing tools such as Canva and Mailchimp	✓	
Education		
Qualification in a relevant area, for example, administration, hospitality or equivalent		✓
Social		
A practising Christian whose lifestyle is in keeping with SU Scotland's ethos and statement of faith. Must enjoy the confidence of his or her church	✓	
Able to undertake evening and weekend duties on occasion	✓	
Possessing an interest in wider Christian mission		✓
Aptitude		
Capacity to prioritise tasks across a number of simultaneous work streams	✓	
Demonstrates diplomacy and adaptability with a range of people	✓	
Demonstrates commitment and motivation	✓	
Conscientious, resourceful and reliable	✓	
Other		
Own transport and a full current driving licence		✓
Able to demonstrate knowledge and understanding of Scripture Union Scotland		✓



TERMS & CONDITIONS

HOURS

The post is part-time, working 22.5–30 hours per week (3–4 days) and the fulfilment of your responsibilities with agreement with your line manager. This role will require occasional evening and weekend working. This post is permanent.

PROBATIONARY PERIOD

The first three months of your employment will be probationary. Your performance will be reviewed throughout this period. If your performance is satisfactory at the end of this period, your appointment will be confirmed. The employer reserves the right to extend your probationary period.

TERMINATION OF EMPLOYMENT

During the probationary period the notice required to be given either by you or Scripture Union Scotland to terminate your employment is one week. Except during the probationary period, the length of notice which you are obliged to give the company to terminate your employment is one month. Except during the probationary period, the length of notice which you are entitled to receive from the employer to terminate your employment is four weeks. Your employment may be terminated summarily in the event of a breach of contract by you that warrants summary dismissal.

SALARY

£24,309 – £25,862* per annum for full time, pro-rated for part time. You will be paid in arrears on a monthly basis, on or before the 28th of each month.

PENSION ARRANGEMENTS

SU Scotland operates a Group Personal Pension Scheme for employees over 18 and under 75 years of age. An employer's contribution of between 5% and 9% of total pensionable salary will be paid (the actual amount depending on your level of employee's contribution.)

LIFE INSURANCE COVER

Life insurance cover of three times your annual salary is provided, with the premium being paid for by SU Scotland.

HOLIDAYS

The holiday year runs from 1 April to 31 March. Annual leave entitlement for a full-time post is 33 days paid holiday (this amount is inclusive of entitlement to local and national holidays). Annual leave entitlement for part-time and fixed term staff is pro-rata. Annual leave entitlement will increase with length of service.

*Increase with annual pay award, 1 April 2025



NEXT STEPS

If you feel this role is something that God may be calling you to apply for:

- For general questions about the role, please email Ruth Stothard at ruth.stothard@suscotland.org.uk
- Download your application by clicking the following link: <https://suscotland.bamboohr.com/careers/70>
- Submit your completed forms through the BambooHR application portal by 30 April 2025.
- Interview will take place on 9th May 2025
- Start date – May/June 2025

THANKS FOR YOUR INTEREST!



SU Scotland

@suscotland



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Scripture Union Scotland is registered with the Information Commissioner's Office under registration reference ZA356097.
SU Scotland subscribes to the United Nations Convention on the Rights of the Child, as reflected in UK law.