



<b>Job title:</b>	Executive Assistant and Business Manager
<b>Reporting to:</b>	Founder and Senior Mediator
<b>Location:</b>	10 York Place, Edinburgh, EH1 3EP
<b>Main purpose:</b>	To provide principal support to the Founder and Senior Mediator, while ensuring effective management of a successful and innovative small business.
<b>Hours:</b>	Approximately 35-37.5 hours per week, variable, with flexible working possibilities
<b>Salary:</b>	Range: £29,000 - £34,000 and based on experience

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A unique opportunity has arisen to join Core Solutions, Scotland's leading business mediation service and pre-eminent provider of training in negotiation, conflict management and dispute resolution. We are looking for an emotionally intelligent, self-aware and flexible individual with a mature, open disposition and friendly character to provide principal support to John Sturrock, Core's founder and senior mediator and to manage the business.

### **About Core**

Core originated nearly twenty years ago with the vision of John Sturrock to build a business which would make a difference by helping people and businesses to build better relationships and find cooperative and constructive solutions to difficult problems and disputes.

In the intervening years, Core has become a unique, sector-leading business with global recognition. We are small but punch well above our weight, delivering a highly professional service to our clients.

Core is rather countercultural, operating with a relaxed and informal work environment while maintaining the highest professional standards. Our values are built on civility and enjoyment of what we do.

### **Who are we looking for?**

Someone who shares the Core ethos of excellent service based on good relationships and great communication and who wishes to make a difference.

Someone who is Edinburgh-based, adept at multi-tasking, flexible, thrives on working on their own sometimes under pressure, resilient, highly organised, pays attention to detail and handles taking direction well. There is more information below.

Someone who is a proponent of mediation and will help to contribute to mediation's growth in Scotland by supporting this business. You will work directly with John Sturrock and build a relationship based on trust, openness, efficiency and excellent client relations.

## General Duties

### **Executive Assistant / Manager / Administration**

- Providing support to John Sturrock in all aspects relating to the business
- Being the first point of contact for all incoming calls to the Core office and delivering excellent customer service
- Maintaining and developing administrative systems
- Electronic filing and keeping the Core server organised in line with GDPR compliance
- General office filing, binding, typing, copying, shredding confidential data
- Keeping the office stocked with stationary and other supplies
- Responsible for reviewing annual renewals such as insurance, copyright licensing etc
- Reviewing and updating internal manuals and procedures
- Maintaining the Core press file
- Occasionally liaising with part-time project consultants

### **Bookkeeping and Finance (Time – approx. 15%)**

- Using Sage to raise and send invoices for all income-generating activities
- Following up unpaid invoices and managing aged debtors reports
- Processing and submitting quarterly VAT returns in liaison with Core's accountants
- Liaising with accountants as required
- Providing financial reports as required

### **Mediation Management (Time – approx. 35%)**

- Being the first point of contact for all mediation enquiries and providing all relevant information while being an advocate for the mediation process
- Preparing mediation proposals in discussion with John Sturrock
- Liaising with John Sturrock and clients to arrange mediations
- Maintaining a database of mediations and enquiries and following up as required

### **Training and Events (Time – approx. 10%)**

- Being the first point of contact for all in-house training enquiries
- Liaising with in-house course point of contact regarding logistics and arrangements for a training day
- Noting interest, managing registrations, corresponding with participants and arranging follow up for open courses
- Liaising with venues for events and courses
- Updating/drafting and finalising workbooks for courses

### **Marketing / Design and Website (Time – approx. 5%)**

- Drafting, editing and sending an electronic newsletter approximately 6 times a year
- Designing adverts for digital or print publications
- Writing, reviewing and submitting annual submissions in legal directories
- Updating the Core Website with new material including preparing private webpages

## Person Specification

### Essential

- Demonstrable business and office management experience
- Experience of working on own initiative when necessary, while taking direction well
- Able to take responsibility in liaison with John Sturrock
- Experience of event planning and management
- Experience of using a wide range of IT systems (word processing, spreadsheets, databases)
- Bookkeeping knowledge

### Desirable

- Knowledge of the legal sector
- Interest in mediation and dispute resolution
- Bookkeeping experience using accountancy software such as Sage
- Experience of marketing and design / using desktop publishing software such as Adobe InDesign
- Educated to degree level

## Special abilities / aptitudes

### Essential

- Excellent interpersonal and listening skills
- Flexibility and ability to work in a dynamic environment with a pioneering and quick-thinking leader who sets high standards
- Ability to deal sensitively and in confidence with diverse subject matter
- Ability to communicate effectively at all levels, both verbally and in writing
- Ability to work effectively and perform well under pressure and to manage own workload, with strong time management skills
- Ability to meet tight deadlines while working methodically, ensuring attention to detail
- Ability to type quickly and accurately

### A note from John Sturrock:

*"I'm looking for someone who shares my vision, is willing to work flexibly and respond quickly if required, thrives on change and is comfortable with some uncertainty, relishes making a difference and is comfortable in their own skin".*

### How to apply

**To apply, please email a CV and cover letter to Miriam Kennedy ([Miriam.kennedy@core-solutions.com](mailto:Miriam.kennedy@core-solutions.com)) by Friday 4 October 2019.**

In the cover letter, please include the following information:

- Who you are
- What you are passionate about
- Details of your professional experience that is relevant to this role