



POST: Outreach Logistics Officer

LOCATION: Vector24 Head Office, New Haig House, Logie Green Road, Edinburgh, EH7 4HQ

CONTRACT: Full Time – 37.5 Hours per week (1 Year Fixed Term) with the possibility of extension.

WORKING PATTERN: Office-based (minimum 3 days per week) with flexibility agreed. Core hours Monday–Friday with occasional evening and weekend work required.

SALARY: £30,000

CLOSING DATE: Monday 18th May 2026 at 09:00

JOB PURPOSE:

The Outreach Logistics Officer is the central point of coordination for all Vector24 outreach activity. The postholder will oversee bookings, diary management and the coordination of Outreach Support Officers and volunteers across geographic areas.

The role ensures the safe, efficient and person-centred delivery of services, acting as the operational link between service users, staff, volunteers and partner organisations. Every interaction must reflect Vector24's commitment to compassionate, responsive and high-quality support.

OBJECTIVES OF THE POST:

- Manage all bookings and diary allocations using CRM (Salesforce)
- Coordinate Outreach Support Officers and volunteer teams
- Plan and optimise routes, rotas and scheduling
- Act as the main point of contact for service users and partners
- Monitor service demand and allocate resources effectively
- Respond to operational issues and escalate where required
- Support recruitment, induction and coordination of volunteers
- Ensure compliance with safeguarding and health & safety standards
- Maintain accurate records of activity, outcomes and incidents
- Produce operational reports to inform service delivery

- Provide guidance and support to staff and volunteers
- Coordinate referrals and maintain strong partner communication
- Support financial coordination including expenses and resource use
- Contribute to service improvement and operational development

PERSON SPECIFICATION:

Essential	Desirable
Experience in coordination, logistics or service delivery	Experience in community transport, social care or welfare services
Strong organisational and time management skills	Experience working with armed forces, blue light or similar communities
Experience working with vulnerable individuals or complex needs	Experience producing reports and using data to inform planning
Excellent communication skills across multiple channels	Experience managing budgets or processing expenses
Experience coordinating staff, volunteers or teams	Formal training in safeguarding, mental health or trauma-informed practice
Competent IT skills including CRM systems and Microsoft Office	HND or equivalent qualification
Ability to work independently and make operational decisions	
Strong problem-solving skills with a practical approach	
Understanding of safeguarding and professional boundaries	
Ability to remain calm under pressure	

KNOWLEDGE, SKILLS AND ABILITIES

- Exceptional listening skills and ability to build trust quickly
- Compassionate, empathetic and person-centred approach
- Ability to engage individuals experiencing complex circumstances
- High level of emotional intelligence and resilience
- Ability to remain calm, non-judgemental and professional
- Strong coordination and multitasking ability
- Attention to detail in record keeping, compliance and financial tracking
- Ability to support and guide volunteers and staff effectively

- Commitment to dignity, respect and inclusion

ADDITIONAL REQUIREMENTS

- Full UK Driving Licence
- PVG Scheme membership or willingness to obtain

BENEFITS INCLUDE

- 31 days annual leave (including public holidays, pro rata)
- Christmas closure period
- 3% matched pension contribution
- Ongoing training and development
- Family-friendly policies

APPLICATION PROCESS

Please submit your CV and covering letter outlining your suitability for the role to the Vector24 Director of Operations, Leon Fisher, via email at leon@vector24.co.uk. Applications will be reviewed on a rolling basis and Vector24 reserves the right to close the process early.

Vector24 are proud to hold the Defense Employer Recognition Scheme (ERS) – Gold Award

- We therefore offer a guaranteed interview scheme for Veteran's and their partners who meet the criteria.