



RECRUITMENT PACK

Charity Administrators **(£29,507 inc OLW)**

2 x full-time posts (35hpw) – Job share welcome
Office-based in Croydon

Closing Date for roles – Midday, Monday 25th March 2024

Contents

- Overview about Off the Record, the vacant posts and how to apply
- Job Description & Person Specification for available posts
- Application Form and Equality & Diversity Monitoring Form

Thank you for downloading this application pack and looking at the roles we have available. We are currently recruiting for a number of roles and full details can be found on our website [Careers \(talkofftherecord.org\)](https://talkofftherecord.org)

This application pack provides the information for the **Charity Administrator** roles. We are currently recruiting for two full-time office-based Administrators supporting our mental health work with children and young people.

The application form is at the back of this application pack. Please read the whole pack before completing the form and make sure you refer to the job description when you complete the person specification section of the form.

Off the Record is an award-winning young people's mental health charity offering a range of support services for children and young people across the London Boroughs of Croydon, Sutton and Merton. The charity has been running for almost 30 years driven by our vision of "building a compassionate mental health community for children and young people". South London is a vibrant and diverse area and we're keen to make sure our staff team reflects our local communities. In 2019 our work was recognised with a national GSK Impact Award.

We are an outward looking charity with a strong reputation for delivering professional support services to young people in South London coupled with the motivation to develop new and innovative responses to mental health needs. The current, the well-documented rise in mental health needs amongst young people has resulted in unprecedented levels of demand for our services. The need to modernise and transform mental health services alongside the need to increase service capacity has been recognised and, as a result, we have expanded our staff team and broadened the range of mental health interventions we offer to young people. At our core is a commitment to strong active engagement with young people and creating support that's relevant, flexible and accessible. Young people need to be at the heart of all our service design and we're committed to making sure young people are able to 'get help now' when they first reach out for it.

Information about all our services can be found on our website: <https://www.talkofftherecord.org/>

Our Current Vacancies

We're currently recruiting two full-time **Charity Administrators**. The posts are office based and offer a great opportunity for a varied role in a forward-facing young people's mental health charity. The job description in this pack provides a generic overview of the Administrator roles. Administrators are based centrally with other support staff. Our Administrators are a vital and valued part of our team supporting and enabling the work of our mental health practitioners and the work of the Charity overall. Administrators report directly to the Administration Manager and will work collaboratively within a team of administrators covering different services as needs arise.

These are advertised as full-time posts but are also open to job share. Please indicate in your application form if you would prefer full-time or job share.

Working for Off the Record

We have a committed team of around 70 paid staff (many part-time) and our work is funded through a variety of sources including South West London ICB, London Boroughs of Croydon & Sutton and the Wimbledon Foundation. Some staff are based in our borough-based services but increasingly staff are being given opportunities to work in across-borough initiatives such as our new first contact team.

We recognise our staff are our greatest asset and we invest in ensuring staff are supported, trained and managed in their role. Many of our staff have been worked with us for several years including a substantial number who originally started working with us as volunteers or trainees. Staff have access to regular internal and external training opportunities and to staff benefits including a company pension, an EAP and store & event ticket discounts.

Applying for the Posts

This information pack has the Job Description and Person Specification for the Charity Administrator role. Information about any other available posts are on our website [Careers \(talkofftherecord.org\)](https://talkofftherecord.org)

The application form is at the back of this application pack. Please complete the application form and the equality & diversity monitoring form and return them via email to recruitment@talkofftherecord.org by **midday on Monday 25th March 2024**.

Please only return the application form and diversity monitoring form not the whole application pack.

Decisions about who to invite for interview will be based on how well someone demonstrates they meet the person specification for the specific post, so please make sure you complete the application form fully and accurately, giving evidence of how you meet each point in the person specification and indicating your relevant knowledge, skills and experience. **Please note that CVs will not be considered.**

Email applicants will receive a confirmation of receipt and shortlisted candidates will be contacted as soon as possible after the closing date.

We hope you will be interested in these posts. If you have any further questions please email recruitment@talkofftherecord.org or visit our website for more information about our services.

OFF THE RECORD ADMINISTRATOR

Role Description

- Title:** Charity Administrator
- Responsible to:** Administration Manager
- Salary:** £29,507 p.a., inclusive of Outer London Weighting
- Hours:** 2 x full-time posts (35 hpw). Posts are also open to job share. Specific working hours negotiable but must include regular working in the late afternoon when young people are most available.
- Location:** Based on-site in Off the Record premises in Croydon. Based within a team of administrators working flexibly across different OTR services according to need.
- Role Purpose:** To be part of the administration team responsible for the administration of Off the Record's services. The post holder will be the predominant point of contact for young people and professionals contacting the services and hence a sensitive and professional telephone manner will be of key importance. However, the post holder will **NOT** be acting as a mental health practitioner and will be expected to maintain clear boundaries between their role and that of the mental health practitioners.
- Contract:** This is currently a fixed term contract to 31/03/25 but may be extended.

All roles within Off the Record are subject to Enhanced Disclosure and Baring Service checks

This post includes occasional evening and weekend working for which TOIL will be given

KEY RESPONSIBILITIES

Administration for the services:

1. Providing general administrative support to service managers and practitioners including developing/maintaining electronic and paper-based administrative systems and procedures to support the work
2. Responding to telephone and email enquiries from young people, parents and professionals
3. Maintaining the service diaries, booking and managing appointments for clients and managing room availability
4. Managing central and service email inboxes ensuring that emails are responded to promptly and appropriately and that relevant staff are aware of actions taken/required
5. Managing new referrals to the services as agreed with the service managers including responding to referrers, raising and managing queries and database entry

6. Managing client endings in relation to endings letters to clients and referrers and closure on the databases
7. Managing the archiving and deleting of ended clients on the database and paper records
8. Direct database entry onto Off the Record's database including responding to database queries and creating statistical reports
9. Assisting with organising respite trips and activities for our young carers service
10. Managing the administration of all support services provided to young people and parents, including building readiness, paperwork and reminder text/emails
11. Assisting with the creation and distribution of service publicity and information resources for use by counsellors and young people
12. Overseeing the work of administration volunteers, agreeing tasks and offering support as require
13. Dealing with any minor building maintenance, liaising with Off the Record's Administration Manager/Office Manager in relation to building maintenance and office supplies and other issues as appropriate.
14. Organising, attending and minute taking at meetings as and when required including staff meetings, Trustee meetings or cluster meetings with schools

General:

1. Undertaking the role of First Aider and Fire Marshall if appropriate
2. Undertaking training in new areas of work as required
3. Actively implementing the charity's Equality & Diversity Policy in all aspects of the work
4. Attending Off the Record staff meetings, and training events
5. Any other tasks commensurate with the role

ADMINISTRATOR

Person Specification

KNOWLEDGE, SKILLS AND EXPERIENCE

1. Interest in and empathy for young people and ability to respond sensitively to young people in distress on the phone and in person and via email or text
2. Clear and professional telephone manner and excellent interpersonal skills
3. Ability to maintain clear working boundaries between the administrative role and the work of the mental health practitioners
4. Highly computer literate and confident using Office 365 and related applications
5. Confident in the use of databases including database entry and producing basic statistical reports
6. Ability to cope under pressure whilst managing a variety of tasks and maintaining attention to detail
7. Experience of handling confidential information and an awareness of Information Governance / GDPR Regulations
8. Strong experience of general office procedures
9. Ability to work flexibly, on own initiative and prioritise own workload
10. Very good organisational, administration and time management skills
11. Ability to work as part of a small staff team
12. Commitment to operating within the policies of the agency including confidentiality and Equality and Diversity
13. A proactive, 'can do' attitude to the role

JOB APPLICATION FORM
PRIVATE AND CONFIDENTIAL

Please read the information pack before completing this form
CV's will not be considered

Post(s) Applied for:	Charity Administrator <i>(please tick preference)</i> Full-time <input type="checkbox"/> Half-time <input type="checkbox"/>	Closing Date:	Midday, Monday 25 th March 2024
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Family name:		First name:	
Address:		Email:	
Home Tel:		Mobile Tel:	

Present Or Most Recent Post	
Name Of Employer:	
Address	
Start Date:	End Date:
Job Title:	
Salary:	
Main Responsibilities:	
Reason For Leaving:	

Period of Notice Required By Employer:

Employment History: In chronological order from most recent
Please include any relevant unpaid work & account for any gaps in employment

Dates From:	To:	Name of employer	Position held/ summary of duties

Any additional training/qualifications relevant to this role:

Dates From:	To:	College/Institution	Qualification/Training attended

Person Specification

Please read the person specification(s) carefully and provide clear evidence of how you meet each of the requirements on the person specification.

You may continue on a maximum of two supplementary sheets.

Anything else to add: Is there anything else that you would like to tell us in connection with your application.

Due to the nature of our work with children, young people and vulnerable adults, all posts within Off the Record are subject to Enhanced Disclosure and Barring Service checks. Please note that the receipt of a form showing previous convictions/cautions /warnings will not automatically exclude someone from becoming a member of staff/a volunteer at Off the Record. Previous criminal records will be considered in relation to their relevance to the work/placement applied for, the circumstances of the offence and the length of time elapsed since the offence.

If you have any concerns about this part of the application form, please contact the Director at Off the Record.

Rehabilitation of Offenders Act (1974)

Please give details of any unspent convictions, cautions, reprimands or warnings.

Protecting Children & Young Adults

Are you aware of any police enquires undertaken following allegations made against you, which may have a bearing on your suitability for this post? *If yes please give details:*

Additional Information

Have you ever worked for Off the Record before in a paid or voluntary capacity? **YES / NO**
If YES, please give details

Do you need a work permit to take up employment in the U.K.? **YES / NO**

If offered employment you may be required to complete a Medical Questionnaire. Are you prepared to undergo a medical examination before starting employment if required? **YES / NO**

Referees: Please give details of two people that we may contact for references one of whom should be your current or most recent employer.

Reference 1	Reference 2
Name	Name
Organisation	Organisation
Address	Address
Postcode	Postcode
Contact Tel	Contact Tel
Mobile	Mobile
Email	Email
Relationship to you	Relationship to you

Declaration

I declare that the information given in this form is complete and accurate. I understand that any false information or deliberate omissions will disqualify me from employment or may render me liable to summary dismissal. I understand these details will be held in confidence by the Company, for the purposes of ongoing personnel administration and payroll administration in compliance with the General Data Protection Regulations. I undertake to notify the Company immediately of any changes to the above details.

Given the nature of the job for which I have applied, I understand that any offer of employment will be subject to information on my criminal record being disclosed to the Company by the Disclosure and Barring Service.

Signed:

Printed:

Date:

**Return completed Application and Equal Opportunities Monitoring form
by email to: recruitment@talkofftherecord.org**

EQUALITY & DIVERSITY MONITORING FORM

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Off the Record is committed to ensuring that all aspects of its services are accessible to the whole community. In order to monitor the implementation of our equal opportunities policy, all staff, trustees and volunteers are asked to complete the details below. Completion of all or any part of this form is voluntary but we hope that you will feel able to provide the information requested as this is key to our monitoring procedures. These forms will not be used in any selection process and are strictly for monitoring purposes only.

Date of Completion		Application Candidate N^o <small>(for office use only)</small>	
Initials		Date of Birth	
Gender <small>(Please tick all that apply)</small>	<input type="checkbox"/> Female <input type="checkbox"/> Male <input type="checkbox"/> Non binary <input type="checkbox"/> Trans <input type="checkbox"/> Intersex <input type="checkbox"/> Please write in _____		
How would you identify yourself in relation to your cultural, ethnic or racial origin? <small>(Please tick any of the boxes below that apply)</small>			
White <input type="checkbox"/> White British <input type="checkbox"/> White Irish <input type="checkbox"/> White Other Mixed <input type="checkbox"/> White & Black Caribbean <input type="checkbox"/> White & Black African <input type="checkbox"/> White & Asian <input type="checkbox"/> White Other <input type="checkbox"/> Chinese		<input type="checkbox"/> Black or Black British <input type="checkbox"/> Caribbean <input type="checkbox"/> African <input type="checkbox"/> Other <input type="checkbox"/> Asian or Asian British <input type="checkbox"/> Indian <input type="checkbox"/> Pakistani <input type="checkbox"/> Bangladeshi <input type="checkbox"/> Other <input type="checkbox"/> Any Other Background	
How would you describe your sexual orientation? (Please tick one)			
<input type="checkbox"/> Straight <input type="checkbox"/> Bisexual <input type="checkbox"/> Gay <input type="checkbox"/> Lesbian <input type="checkbox"/> Asexual <input type="checkbox"/> Pansexual <input type="checkbox"/> Please write in _____			
Are you registered disabled?	<input type="checkbox"/> No <input type="checkbox"/> Yes	Registration Number	
If you are not registered disabled, do you consider yourself disabled in a way you would like us to know about?			