

RECRUITMENT PACK

Charity Administrator **(£31,838pa FTE inc OLW)**

1 x full-time post (35 hours pw / 5 days)

1 x part-time post (21 hours pw / 3 days)

Office-based in Croydon

Closing date: No fixed closing date: Applications will be considered as received.
Interested candidates are encouraged to apply as soon as possible.

Contents

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

Thank you for downloading this application pack and looking at the roles, we have available.

This application pack provides the information for the **Charity Administrator** roles. We are currently recruiting for one full-time (35 hours/5 days) and one part-time (21 hours/3 Days) office-based Administrators to support our mental health work with children and young people.

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. Please provide evidence that you meet the person specification.

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 is currently celebrating its 30th anniversary with the aim of "showing up for all young people's mental health in South West London". South West London is a vibrant and diverse area and we're keen to ensure our staff team reflects our local communities. In 2019 our mental health work was recognised with a national GSK Impact Award.

Our Current Vacancy

We are an outward looking charity with a compelling reputation for delivering professional support services to young people in South West London coupled with the motivation to develop new and innovative responses to young people's mental health needs. This was particularly tested when the Covid pandemic forced us to quickly pivot all our provision to remote working. However, we met the challenge, training staff in new ways of working and integrating new offers that have now become part of our ongoing work supporting children and young people's mental health.

Post-pandemic, the well-documented rise in mental health needs amongst young people has resulted in unprecedented levels of demand for our services. Nationally, 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, at the point of need rather than availability.

We're currently recruiting one full-time and one part-time **Charity Administrator**. The post is office based and offers 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 role. 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 Service Administration Manager and will work collaboratively within a team of administrators covering different services as needs arise.

Working for Off the Record

We have a committed team of around 70 paid staff 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 initiatives such as our 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 worked with us for several years including a substantial number who originally began 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.

Commitment to Equality, Diversity & Inclusion

Off the Record is fully committed to the principles of Equality, Diversity & Inclusion. This commitment is demonstrated through our recruitment processes; our proms and comms; our staff training and development; the development of new and innovative community-based services and the wearing of our rainbow lanyards.

Off the Record's senior management team are responsible for leading, driving and delivering OTR's diversity commitment actively ensuring equality of access and outcomes for all children and young people. OTR is engaged fully in achieving equality of opportunity including ensuring that its workforce understands, complies with and promotes our inclusion policies in their day-to-day work.

Applying for the Post

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

To be considered for the position, the Application Form and the Equality & Diversity monitoring form need to be completed and returned via email to recruitment@talkofftherecord.org. Interested candidates are encouraged to apply as soon as possible. Both can be found on our website [Careers \(talkofftherecord.org\)](https://talkofftherecord.org/careers)

Decisions about who to invite for interview will be based on how well someone demonstrates that 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 to arrange interviews.

Cooling-Off Period and Data Retention:

If your application is unsuccessful, you must wait 6 months before reapplying for the same or a similar role, although; we may contact you during that period about more suitable opportunities, and your application data will be securely retained for 6 months before being deleted in accordance with UK data protection policy. You can see further information regarding our data & privacy policy here: www.talkofftherecord.org/data-privacy-policy/

We hope you will be interested in this post. 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:	Service Administration Manager
Salary:	£31,838 FTE pa, inclusive of Outer London Weighting
Hours:	1 x full-time post (35 hpw) 1 x part-time post (21 hpw). Specific working hours to be discussed but must include regular working in the late afternoon (to 6pm one evening per week) when young people are most available.
Location:	Portland House, 678 London Road, Croydon, CR7 7HU. 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:	These are currently a 12 month fixed-term contract 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 services
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 Office & Facilities 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