



*“encouraging young people to empower themselves!”*

# **RECRUITMENT & INFORMATION PACK**

## **Administrative Officer**

Produced by Personnel  
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# JOB DESCRIPTION

The information in this Job Description is intended to provide both post holder and management with an understanding and appreciation of the workload of this particular job and its role within the organisation.

The Job Description outlines main duties and responsibilities under broad headings only, as it is not possible to specify every item in detail.

<b>POST TITLE</b>	<b>Administrative Officer</b>
<b>SALARY RANGE</b>	£12k - £14k per annum, pro rata. 37.5hrs p/week. Maternity cover for 12 months.
<b>Prime objectives of post</b>	<p>This position requires an individual who is highly confident, trust worthy, able to command respect and follow instructions with minimum supervision. This individual needs to be extremely organised, warm and caring whilst also able to competently support Project Staff in project administration, managing a busy diary and carry out tasks required by colleagues. This job is highly pressurised and the ability to be flexible, calming and able to respond efficiently in a jolly and supportive way is key. The person taking on this role needs to be patient and adapt to rapidly changing situations by being responsive and a team player.</p> <p>This role requires somebody who can ensure administration is well co-ordinated in the office, which ranges from ensuring that staff keep the office tidy, that mail and clerical duties are up to date and that project administration is completed to a high standard. This person also needs to be able to handle telephone calls, organise responses to projects and ensure minutes and systems in the office are followed so that the team knows what is doing and so that when visitors come they feel welcome and have a first class image of Youth Action.</p> <p>This role also requires keeping in touch with members and may include support in youth sessions, mentoring and promoting Youth Action. An ability to focus and work consistently hard by paying attention to detail and solving problems are vital.</p>

<b>Supervisory responsibility</b>	Administration Volunteers & Work Experience students.
<b>Supervision received</b>	Supervision will be provided by the Chief Executive.
<b>Range of Decision-making</b>	Day to day decision-making over the main tasks involved is within the remit of the post holder. Strategic direction will be accomplished through close support and accountability to the Chief Executive.
<b>Responsibility for Assets</b>	Security of buildings, equipment and information. Volunteer expenses.
<b>Contacts</b>	Project Staff and other YA Staff. Young people and their families/carers. Volunteers.
<b>Range of Duties</b>	<p><b>Support Trustees By:</b></p> <ul style="list-style-type: none"> <li>• To assist in activities that are organised and recruit new members to Youth Action</li> <li>• Carry out any task you are advised to do by a Company Director with prior agreement from your line manager or where the tasks are minor to carry them out and record them on your workflow log</li> <li>• Ensure the office operates in an efficient, systematic and tidy way</li> </ul> <p><b>Support Staff Team By:</b></p> <ul style="list-style-type: none"> <li>• Recruit, retain and motivate members to come to the office</li> <li>• Ensure that project administration is undertaken to a very high standard</li> <li>• Assist in organising activities by contacting members and getting them to attend events</li> </ul>

<p><i>Range of Duties continued...</i></p>	<ul style="list-style-type: none"><li>• Maintaining and updating our member registration system in accordance with the Data Protection Act</li><li>• Co-ordinating flow of information within the organisation by way of staff circulars, co-ordinating YAN (internal network), managing volunteer expenses relating to projects, supported by the Finance Officer as well as ensuring information issued is understood, followed and evidenced</li><li>• Keeping track of all Youth Action publicity, filing it and maintaining our internal displays</li><li>• Ensuring leaflets, visitors book and visitors are accounted for and can access organised and tidy information</li><li>• Ensuring postage and general administration is carried out by all</li><li>• Ensuring office is tidy, presentable</li><li>• Liaising with all Room Bookings for training courses, events, youth sessions</li><li>• Managing and leading on all work experience issues</li><li>• Managing appointments, filing and diary requirements for the Chief Executive and keeping information relating to appointments confidential</li></ul> <p><b>Corporate Role:</b></p> <ul style="list-style-type: none"><li>• Ensure promotion, upholding and development of best practice around equality and diversity issues in all aspects of the organisation</li><li>• Ensure that members views are fed back to ensure the organisation meets their needs</li></ul>
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<b>Main Duties of Position Holder</b>	<ul style="list-style-type: none"><li>• Ensure the office is clean and tidy</li><li>• Liaising with all Room Bookings for training courses, events, youth sessions</li><li>• Support in youth work sessions by carrying out tasks and leading on assigned areas of work as instructed by senior members when they lead on sessions</li><li>• Take telephone calls and pass on messages and deal with enquiries about Youth Action by either dealing with them personally or referring them to the appropriate person</li><li>• To be responsible for day to day clerical tasks in the office</li><li>• To be responsible for project administration</li><li>• To be responsible for supporting pre-planning and organisation of activities for young people</li><li>• To ensure our records on members and general paper work are properly co-ordinated</li><li>• To undertake other duties commensurate with the post as allocated by line managers.</li></ul>
<b>Flexibility</b>	The post holder will need to work flexibly which means some evening work, and some weekend work is also required. A time of in lieu is in operation.

This Job Description is subject to probable review and amendment, following consultation, as the job requires a flexible approach in the ability to prioritise differing activities. It is neither an exclusive nor exhaustive list of the duties involved in this position.

# PERSON SPECIFICATION

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## POST TITLE: ADMINISTRATIVE OFFICER

Attributes	Essential	Desirable	How Identified
<b>Physical Make Up</b>	Good health record and able to physically participate in programmes of work		Application form, reviews and references
<b>Qualifications</b>	Appropriate skills and experience with demonstrable capabilities of working to GCSE grade C or above in English Language and one other subject or equivalent qualification	Wide range of short courses relevant to organisational/staff development.  An understanding of youth work	From application form.
<b>Main Objectives</b>	<ul style="list-style-type: none"> <li>○ Able to perform various clerical duties such as photocopying and filing</li> <li>○ To confidently communicate over the telephone and use e-mail by providing information to members, visitors, staff and directors as and when required</li> <li>○ Be able to promote Youth Action to members</li> <li>○ To act on and implement Youth Action policies and procedures</li> <li>○ To ensure the health and safety requirements of the organisation are respected and followed by all in the organisation</li> <li>○ To have a passion for wanting to organise, plan and assist in the delivery of youth activities for our members to a safe and high standard</li> <li>○ To be able to co-ordinate and get young people involved in regular youth activities</li> </ul>		From application form and at interview.

	<ul style="list-style-type: none"> <li>○ To promote Youth Action at community events by managing display stands and co-ordinating our presence at community events</li> <li>○ To ensure that the Room Bookings facility is managed and well-serviced</li> <li>○ To ensure any Sub-Contractors e.g. cleaners etc are managed to perform their duties effectively</li> </ul>		
Training	Willingness to undertake training.		Application form.
Special Knowledge/Skills	<ul style="list-style-type: none"> <li>○ The ability to self motivate and manage time.</li> <li>○ An understanding of the needs of volunteers.</li> <li>○ Demonstrated ability to supervise volunteers.</li> <li>○ Health &amp; Safety awareness and Communication skills.</li> <li>○ Be able to use basic ICT to manage and record workflows and timesheets</li> <li>○ To have an organised and structured way of working</li> <li>○ Able to work as part of a team and own initiative with minimum of supervision</li> </ul>		From application form, interview and references
Disposition Adjustments/Attitudes	<ul style="list-style-type: none"> <li>○ Articulate and confident person with the ability to engage and motivate others.</li> <li>○ Self-motivated.</li> <li>○ Commitment to non-oppressive practice.</li> <li>○ Commitment to equality of opportunity</li> </ul>	<p>Sense of humour</p> <p>Non-judgmental approach</p>	From interview and references
Flexible Working	<ul style="list-style-type: none"> <li>○ Occasional flexibility may be needed (evenings, weekend etc) and different sites</li> </ul>	<ul style="list-style-type: none"> <li>○ Drivers Licence</li> <li>○ Access to own car/ transport</li> </ul>	From application form and interview

## **SUMMARY OF TERMS AND CONDITIONS OF EMPLOYMENT**

1. Salary & contract: £12k - £14k per annum, pro rata. 37.5 hours per week.  
12 Months Maternity cover.
2. Leave: The annual leave entitlement for the post is 29 days per annum, pro rata, this includes public holidays. This increases to 34 days per annum, pro rata after 5 years service.
3. Extraneous Duties: The postholder will be required to devote his/her full time to the post. He/she shall not accept any additional employment or engage in any outside business without the express written consent of Youth Action.
4. Medical: The appointee will be required to complete a pre-employment medical questionnaire and satisfy Youth Action of their medical suitability for the post.
5. Probationary Period: Any officer appointed from outside of Youth Action will be required to serve a probationary period of six months.
6. Criminal Conviction: This post is exempt from the Rehabilitation of Offenders Act 1974. Any offer of employment will be subject to a satisfactory check supplied by the Criminal Records Bureau. The check will include any cautions, reprimands or final warnings as well as convictions. Enhanced CRB checks will be carried out pre-appointment. Failure to declare an unspent conviction may lead to an appointment being terminated.

## About us

### Background Information

Youth Action is an independent community organisation working with young people aged 8 to 24 years old across Blackburn and Darwen and East Lancashire. Youth Action was established in 2003, and now has over 5,000 youth members – and this list is growing all the time!

Our aims are:

- To offer young people activities, which motivate, educate, makes productive use of time and improves the quality of life for young people in the Community.
- To offer activities which promote self help, empowerment and team work, which strengthens the quality of life for young people and the community as a whole.
- To encourage and assist young people in the area to actively participate in the group activities.
- To enhance multi-cultural understanding and mutual respect
- To promote the views and interests of young people to official agencies and bodies with a view to enabling positive change
- To work with young people to equip them with the skills to be effective leaders in their communities and bring about positive community action

Our specific areas of work are:

- **Action Focused** – through recreational activities designed to bring together all communities in a fun and respectful way which brings about community cohesion and results in healthy living and enjoyment of life.
- **Continued Campaigning** – through representing and developing youth leadership and civic citizenship by engagement in policy formulation and making accessible the jargon that gets in the way of meaningful involvement.
- **Skills Development** – which means that the learning young people do is recognised and allows them to break out of economic disadvantage, achieve more by way of accessing education, employment, training or enterprise or a mixture tailored to individual learning needs to enable everybody to achieve their potential and unique individual talents.

Developing new services:

- Recreational provision
- Strategic support in policy development
- Support in employment, education, training and enterprise development
- Work with migrant and refugee communities
- Support and development to youth mental health issues within the framework of Every Child Matters agenda

*About us continued . . .*

### **Children's Project**

This project worked with Children between the age of 10 and 14. This project looked at the concern of the children involved in the project. Through this project the children went on a residential. The project looked at issues such as healthy living, bullying road safety and at the end of the project a Child Charter was produced which is going to be distributed to all the schools in the Blackburn and Darwen area.

### **Inter-generational Project**

This project is the first of its kind and the first in the world. This project looked at WWII veterans from the Asian sub-continent. It gives the Veterans a chance to give an insight into what happened during the war and also a chance for the young people to get into dialogue with the veterans.

The launch of this project is going to be at BBC Radio Lancashire and will celebrate the achievements of the young people and give the recognition to the veterans which they deserve.

### **Heritage Project**

This is a project that is underway at the moment and is a project that is looking at Blackburn from 1965 till the present day. This will look at the issue of emigration of the immigrants from the Asian sub continent and will explore the issue of their heritage. Also in this project it will speak to people of different ages, ethnicities and get their views and perceptions of their heritage.

### **Mentoring Project**

The sole aim of the project is to help develop the young people. This looks at issues as helping them build their own confidence, make them aware of the world of work and what courses are being offered at the moment.

Most importantly listen to the needs of the young people and try to cater them of in the best possible way through a structured plan to help the young people achieve goals that they set themselves.

### **Substance Misuse**

Making young people aware of the risks of the use of drugs. This looks at risks young people can face to their health but other issues that people do not normally think about such as economic and social costs.

### **Music Project**

This is an innovative project designed by the young people and in a creative way music is designed on issues such as Citizenship, Identity and Drugs. This is music designed by the young people for young people. This is deemed to be inspirational music which tackles key issues.

# SELECTION ARRANGEMENTS

Applications on the standard application form should be submitted to:

HR Department  
Youth Action  
First Floor  
St John's Court  
Ainsworth Street  
Blackburn  
Lancashire  
BB1 6AR

Please mark your envelope 'Private'

**Closing date for receipt of applications is 7 July 2010 at 4.30pm.** Late applications cannot be accepted. Please note that we cannot accept responsibility for applications lost or delayed through the post.

Would you please note that, in the interests of economy, the receipt of an application is not acknowledged. If you have not been contacted within 28 days of the closing date, you should assume your application has not been successful. You may telephone us if you wish to check on the progress of your application

Interview date: week commencing 12 July 2010.

For further information about this post or for an informal conversation please contact:

Contact: Amar Abass, Chief Executive  
Tel: 01254 695847  
E-mail: [info@Youth-Action.net](mailto:info@Youth-Action.net)

Further information about us can be found at:

**[www.Youth-Action.net](http://www.Youth-Action.net)**