



The **Benjamin** Foundation

Welcome to The Benjamin Foundation

Thank you for expressing an interest in our vacancy of Positive Activities Administration Assistant.

More information about the position, including a Job Description, including a Job Description and Job Specification are enclosed.

If you have any questions regarding the vacancy, please contact the HR Department on 01603 886925 or email [recruitment@benjaminfoundation.co.uk](mailto:recruitment@benjaminfoundation.co.uk)

Please return your completed applications by email to:-

[recruitment@benjaminfoundation.co.uk](mailto:recruitment@benjaminfoundation.co.uk)

Or by post to:

HR Department  
The Benjamin Foundation  
23-27 St Andrews Street  
Norwich  
NR2 4TP

The closing date for this position is Thursday 17<sup>th</sup> August 9am.



The **Benjamin** Foundation  
**Positive Activities Administration Assistant**  
**Norwich**

**£5,742 per annum (£8.70 per hour)**

**15 hours per week term time only**

**Fixed Term until April 2018**

Plus employee benefits

Required from September

*Are you looking for an exciting new challenge to work within a charity that provides support to young people and families?*

The Benjamin Foundation was founded in 1994 helps around 2,000 families and young people in Norfolk and Suffolk per year through difficult times by providing them with hope, opportunity, stability and independence.

The Benjamin Foundation is looking to recruit an Administration Assistant to work within our BOOM! service, which provides support to Young Carers. The position will involve a broad range of administrative duties to support the Positive Activities for Young People Co-ordinator and team in delivering a high quality service.

The Benjamin Foundation is committed to safeguarding and promoting the welfare of young people. An enhanced DBS check will be required for successful applicants.

The Benjamin Foundation embeds the Nurtured Heart Approach<sup>®</sup> which creates strong and improved relationships by focusing on positive behaviour rather than energising negativity, providing clear rules and consequences, creating an environment in which people thrive. All staff must adopt this approach and will be given information and training.

To apply, visit <http://benjaminfoundation.co.uk/jobs>

OR email [recruitment@benjaminfoundation.co.uk](mailto:recruitment@benjaminfoundation.co.uk)

Tel: 01603 886925/8869522

**Closing Date: Thursday 17<sup>th</sup> August 2017 (9am)**  
**Interview Date: Wednesday 30<sup>th</sup> August 2017 (Norwich)**



The **Benjamin** Foundation

## Positive Activities Administration Assistant

### Job description

<b>Job title:</b>	Positive Activities Administration Worker
<b>Employer:</b>	The Benjamin Foundation
<b>Location:</b>	Norwich (but supporting a Norfolk-wide service)
<b>Contract:</b>	Fixed term until April 2018
<b>Salary:</b>	£5,742 per annum (£8.70 per hour)
<b>Hours of work:</b>	15 hours per week term time only
<b>Department:</b>	Children and Young People
<b>Reporting to:</b>	Positive Activities Co-ordinator

### Job purpose

1. To manage key communications with Young Carers and their parents
2. To collate accurate records of PAYP activity and make these records available for reporting purposes
3. To co-ordinate and ensure availability of transport to meet Young Carer/People needs



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### Main duties

#### Service Delivery

1. To book taxis and other transport for Young Carers/People as required
2. To input, edit and report from the Young Carers CMS database and to maintain these records as required
3. To act as an alternative point of contact during working hours for PAYP participants and their families if the Positive Activities Coordinator is not available
4. Maintain a contacts database of all partners, referrers, professionals etc.
5. Assist the Positive Activities Coordinator with maintaining staff records
6. To assist with the administration of trips and visits for young people
7. To ensure relevant documents are available for staff delivering PAYP on the shared drive
8. Assist with other administrative elements of PAYP services when time allows
9. Maintain good levels of communication within the organisation and with its external partners and contacts

#### General

1. To operate within the laid down policies and procedure of the organisation
2. To undertake such other duties as may be delegated or assigned commensurate with the role and level of grading of the post
3. To communicate effectively with staff, volunteers and trustees
4. To participate in meetings as requested
5. To fully embed the Nurtured Heart Approach into working practice
6. To adhere to the organisations Health & Safety Policies and Procedures

#### Personal Development

1. Maintain a high level of knowledge and undertake required training in all aspects of the post
2. To participate in Personal Reviews with your Line Manager

*The Benjamin Foundation fully embeds the Nurtured Heart Approach in all that it does and staff will adopt this approach as part of their practice.*

*The Benjamin Foundation reserves the right to alter the content of this job description following consultation, to reflect changes to the job or services provided without altering the general character or level of responsibility.*

*This post is subject to a full and satisfactory DBS disclosure.*

**Name of Job Holder:**

**Signed Job Holder:**

**Date:**

**Name of Line Manager:**

**Signed Line Manager:**

**Date:**



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**Positive Activities Administration Assistant  
Person Specification**

Criteria	Details	Essential	Desirable	Assessed
<b>Experience</b>	Experience of delivering administration support in a busy (sometimes noisy) environment	<b>E</b>		Application Form Interview References
	Experience of having sole responsibility for a range of administrative tasks within an office	<b>E</b>		Application Interview
<b>Education &amp; Training</b>	Educated to a minimum GCSE Level standard achieving five grades between A - C (including English and Maths)	<b>E</b>		Certificates Application Form
	Willingness to undertake training in The Nurtured Heart Approach <sup>®</sup> which is used across the whole of The Benjamin Foundation	<b>E</b>		Interview
<b>Knowledge &amp; Skills</b>	Experience of prioritising workloads and working to deadlines	<b>E</b>		Application Form Interview References
	Ability to manage own time to best effect	<b>E</b>		Interview
	Confidence to develop administration support systems under own initiative		<b>D</b>	Application Interview
	Communicate effectively by telephone and e-mail, with parents / staff / colleagues and other professionals	<b>E</b>		Interview Reference
	Ability to respond to a wide range of enquiries	<b>E</b>		Application Form Interview
	Ability to deal with sensitive and personal issues in confidence displaying empathy and compassion	<b>E</b>		Application form Interview
	Take part in Personal Review and Appraisal process	<b>E</b>		Interview
	Have good IT skills and an up to date working knowledge of Microsoft Office, including database management	<b>E</b>		Application Form Interview Selection
	Good understanding of Information Sharing, Data Protection and Confidentiality	<b>E</b>		Application Form Interview



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<b>Personal Qualities</b>	Organised	<b>E</b>		Application Form Interview
	Empathetic	<b>E</b>		Application Form Interview
	Professional	<b>E</b>		Application Form Interview
	Friendly & Approachable	<b>E</b>		Interview
<b>Additional</b>	The willingness to contribute to the wider Benjamin Foundation success story	<b>E</b>		Interview
	Commitment to equality and diversity policy of The Benjamin Foundation	<b>E</b>		Interview
	A willingness to undertake training appropriate to the post	<b>E</b>		Interview