



The **Benjamin** Foundation

Welcome to The Benjamin Foundation

Thank you for expressing an interest in our vacancy for a Part Time Volunteer Administrator.

More information about the position, including a Job Description and Job Specification are enclosed. If you would like to find out more information about the service, please take a look at our website <https://benjaminfoundation.co.uk/vacancies/>

If you have any questions regarding the vacancy, please contact the HR Department on 01603 886925/886951 or email recruitment@benjaminfoundation.co.uk

Please return your completed applications by email to:

recruitment@benjaminfoundation.co.uk

Or by post to:

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



The **Benjamin** Foundation

Anchorage, Great Yarmouth

Volunteer Administrator

Part time – 5 - 10 hours per week

The Benjamin Foundation's Anchorage Service provides semi-supported accommodation for young people aged 16-25 years in the Great Yarmouth Borough Council area.

Anchorage works to secure leases on private sector properties in the Borough to house 3 to 5 young people at a time on a shared housing basis, as part of their journey to overcome homelessness and learning to live independently.

We are seeking to recruit a new volunteer to support the Anchorage manager and team with administrative support to assist in the day-to-day running of the service.

The Benjamin Foundation is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. A basic DBS check is an essential prerequisite for this position.

The Benjamin Foundation fully embeds the Nurtured Heart Approach[®] (NHA) in all it does, and staff must incorporate NHA as a part of their working practice. Formal training is provided.

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

OR email recruitment@benjaminfoundation.co.uk

Tel: 01603 886951



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Anchorage Administrator – Job description

Job title:	Volunteer Administrator
Employer:	The Benjamin Foundation
Location:	Anchorage Office, Great Yarmouth
Contract:	N/A
Salary:	N/A
Hours of work:	Between 5 and 10 hours per week
Department:	Anchorage
Reporting to:	Anchorage, Manager

Job purpose

The purpose of the role is to work with the manager and staff team providing administrative support in supporting young people (tenants) within the Anchorage service to enable them to identify their goals in terms of future housing, employment/education/training and independence.

Main duties



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Strategic

- Support the development of and maintain effective working relationships with all key partners.
- Liaise, where appropriate, with the Local Authority, Housing, Health and Education, and any other appropriate professionals to achieve the best possible outcomes for the young people
- Assist the service in ensuring it is compliant with legislation, regulation and following best practice

Policies and procedures

- Assist with the control of HR files for tenants, volunteers and staff
- Assist on training needs analysis for staff and volunteers
- Assist on recruitment process and practice of landlords
- Assist on recruitment process of staff
- Assist with enquiries and referrals from young people, Housing and other organisations
- Assist in ensuring risk assessments are carried out and kept up to date
- Abide by systems and processes in place which are compliant with Safeguarding & Health & Safety policies and procedures
- Maintain and work in accordance with The Benjamin Foundations' Confidentiality and Data Protection policy at all times

Case management

- Assist in the day-to-day running of the Anchorage Service
- Develop and manage office systems and filing and perform a full range of admin duties
- Support the Manager with arranging Health & Safety checks and visits as required, liaising with relevant contractors where required
- Maintain spreadsheets relating to service users, landlords and referrals
- Input service user records
- Be responsible for ordering stationery, office supplies and various other items on behalf of the Anchorage office
- To ensure that telephone callers and visitors to the building are greeted in a positive and friendly manner and that every effort is made to respond to their enquiries or individual needs



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- Attend personal reviews and annual appraisals with the Manager
- Attend, lead and contribute to regular staff team meetings, away days and organisational training days
- Promote a positive and nurturing image of care as part of the service

Training

- Undertake personal development and attend any relevant training
- Source and research any training opportunities

Other

- Maintain key relationships to high standards at all times
- Attend and report to relevant meetings both within and beyond The Benjamin Foundation
- Embed the culture and ethos of The Benjamin Foundation
- Undertake such other duties as may be delegated or assigned commensurate with the level of grading and role of the post

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.

This post is subject to a full and satisfactory DBS disclosure

To adhere to the organisations Health & Safety Policies and Procedures

Jobholder :

Signature:

Date:

Date to be reviewed:

Line Manager:

Signature:

Date:



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Anchorage Administrator – Person Specification

Criteria	Details	Essential	Desirable	Assessed
Qualifications	Educated to a minimum GCSE Level achieving A-C (including English)	•		Certificate Application
Experience	Have good IT skills and an up to date working knowledge of Microsoft Office, Excel, Word and Outlook	•		Application Interview References
	Experience of delivering administrative support in a busy office environment	•		Application Interview References
	Confidence to develop administrative support systems under own initiative		•	Interview References
Personal Qualities	The personality and ability to relate positively to young people	•		Interview
	A determination to provide a high quality of service	•		Interview
	Honesty, fairness and a commitment to the service	•		Interview
	The ability to relate well to other members of the team and to assist with the	•		Interview References



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	provision of solid leadership			
	Hard working, flexible and able to demonstrate common sense	•		Interview References
	The ability to work to ensure the safety of staff, volunteers and service users	•		Interview
	An ability to communicate clearly and effectively via email, telephone and face to face, sometimes dealing with complex issues	•		Interview
	Ability to communicate using ICT skills including using social media and micro management	•		Interview
	An ability to think independently and work without constant supervision and micro management	•		Interview
	The ability to work under pressure	•		Interview References
	Being able to confidently make and assist with decisions regarding day to day matters and to be	•		Interview



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	accountable for these decisions			
Additional	The willingness to contribute to the wider Benjamin Foundation success story	•		Interview
	A willingness to undertake training appropriate to the post	•		Interview
	An interest in the long term development of the service working within detailed work plans and objectives	•		Interview
	A sense of humour	•		Interview