Date: 22nd September 2021

To: **Applicants for the post of Assistant Administrator**

Dear Potential Candidate,

Thank you for your request for an application pack and further details of the above post with Beyond the Horizon Charity.

Please find enclosed information about the post.

Applications will not be acknowledged but, if you are to be called for interview, you will be notified shortly after the closing date. It is anticipated that interviews will be held on either 13th or 19th October and will be held at the Beyond the Horizon Charity office in Billesley, Birmingham.We will not be able to provide feedback on applications from candidates who are not shortlisted.

The closing date for this post is **12 noon** on **Friday 8th October 2021.**

If emailing completed applications, please send to jgraham@beyondthehorizon.org.uk

**Please note that CVs in isolation are not accepted**

Yours faithfully,

**Jenny Graham**

CEO, Beyond the Horizon Charity

**JOB CONTEXT FOR THE POST**

**Beyond the Horizon Charity**

Beyond the Horizon Charity (BTHC) has stood the test of time; after over ten years as a project under the umbrella of the national charity, Spurgeons, we became an independent charity in February 2014. We have served Birmingham children in need for eighteen years and we have the energy and passion to continue to do so at a time when resources are few and the demand for mental health services for the young are so high.

Beyond the Horizon Charity provides therapeutic interventions to children and young people (aged 4-18) in Birmingham who have experienced loss and trauma through either significant bereavement, parental relationship breakdown or domestic abuse. Many children referred to the charity have experienced additional adverse childhood experiences alongside their loss.

**We offer support through:**

* Counselling
* Play Therapy
* Filial Coaching
* Child Parent Relationship Therapy
* Parent Support sessions
* Art Therapy
* Family Sessions following bereavement (The BEAR project)
* Group Programmes for children affected by domestic abuse
* Bereavement Groups for children
* Crisis support, advice and training to schools and other professionals

BTHC is unique locally in that our therapists travel to the communities where children and young people are based, seeing them within a mile of their own home. This means the service is accessible to all regardless of financial position or ethnic and family background and situated locally.

Children referred to us are commonly described as emotionally isolated and often suffering from trauma, mental health difficulties, self-hatred, self-harm, suicidal ideation or low confidence and self-esteem. We offer therapeutic services free of charge to families and as a person-centred therapy service our work is led by the child, meaning that we can work with a young person for as long as they need us to.

**Beyond the Horizon Charity**

**Job Description and Person Specification**

**Post:** Assistant Administrator, NJC SCP 7 FTE £20,092 per annum (pro rata), 15 hours per week.

**Reporting to:** Therapy Services Manager

**Based in:** Office based at BTHC premises in Billesley, Birmingham. Some home working may be required.

***Purpose of the Job:***

To support the Senior Administrator in the administration of referrals and casework consistent with the Charity’s vision, mission and objectives.

***Principal Tasks:***

* To assist in the provision of administrative support for the charity with consideration to the needs of children and their families who may be vulnerable due to bereavement, loss or domestic abuse.
* To contact parents and families via various forms of communication to establish needs and requirements.
* To support the Senior Administrator and Therapy Services Manager in arranging appointments and liaising with all parties.
* To ensure all documents and records are maintained in accordance with data protection and confidentiality requirements.
* To keep database systems and monitoring and evaluation tools updated as required.
* To participate in supervision and training as appropriate and work as part of the wider team.
* Beyond the Horizon Charity exists to respond to the needs of individuals. It is expected that all staff will work in a flexible manner when required, undertaking tasks that have not been specifically covered in their job description but are within their capability.

***Ethical conduct***

* To respond to allegations of abuse or neglect of children in accordance with BTHC and statutory policies and procedures.
* To demonstrate an understanding of issues of diversity and difference and their impact on service participants.
* Actively demonstrates a commitment to inclusion and challenging racism.
* To represent BTHC to the public, professionals and families in such a way as to ensure quality of service and information is consistent with policy and procedures.

***Training and Support***

* To contribute to your personal development and that of the Charity through attendance and contribution to team meetings, training and other events.
* To attend management supervision sessions.

**Person Specification**

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| **Education and Experience** | | |
| **Essential** | | **Desirable** |
| * GCSE’s including Maths and English (grade C and above) * Experience of working in an administration office and team environment * Working within secure, confidential and data protection boundaries * An understanding of safeguarding responsibilities and procedures * Awareness of Health & Safety practice in an office environment * Good IT skills and ability to use Microsoft Office i.e. Word, Excel, and Outlook | | * NVQ 2 Business and Administration or equivalent * Evidence of recent and ongoing professional development/training relevant to the post * Experience of reception duties * Experience of statistical and monitoring information * Experience of using Microsoft 365, specifically Sharepoint and Teams. |
| **Personal Attributes/ Circumstances** | | |
| **Essential** | | **Desirable** |
| * Excellent interpersonal and communication skills – sensitive to the needs of our beneficiaries * Demonstrably accurate, methodical and organised in an office environment * Able to work well in a team environment * Able to take and action directions from others * Proficient time management skills |  | |