



Office Administrator
Candidate information pack

Dear applicant,

Thank you for your interest in Future First. You could not have chosen a more exciting or challenging time to join us.

Future First is a really great small charity that punches above its weight. We have some strong partnerships, around 400 school and college members and 260,000 alumni volunteers registered to support young people in state schools across the UK. We know that what we do every day really makes a difference to young people's lives. By giving them connections to past pupils we show them a bright future and give them the chance to hear real life stories about how people have overcome challenges to be successful, in whatever way this means for them. We show them a world of opportunities – work, training, further or higher education, volunteering or family life. We give young people the tools, knowledge and information they need to make their own choices and find their pathway.

We are ambitious and have plans to grow exponentially over the next three years. Your support will be key in helping us to achieve this. The Office Administrator role will be fast paced and challenging, ideal for someone who wants to be involved in all aspects of a charity's operations, from finance and HR, through to communications and customer service. You will be adaptable, extremely organised, able to work well under pressure and juggle competing priorities, and will be confident working with a range of stakeholders both internally and externally.

If you share a passion for changing lives, care deeply about disadvantaged young people and believe that you have what it takes to effectively support a small but ambitious charity, then we look forward to hearing from you.

With all good wishes,

Lorraine Langham
CEO

About the role

This is a vital role at the heart of Future First, working closely with staff right across the organisation to maintain the smooth running of the charity, ensuring that we are efficient and well organised in all that we do. In particular, the role supports the CEO and Senior Leadership Team in ensuring that they are well supported and can deliver their work to a high quality and within deadlines.

From being the first point of contact for the organisation, through to helping induct new staff and ensure we have the systems, processes and support to do our jobs effectively, you will be the glue that holds us together. You will enjoy a varied and fast paced workload, including minute taking, agenda planning, systems and process management, delivering slides for Board meetings, keeping technological systems up-to-date, booking meetings and appointments, supporting training, undertaking research, supporting sales and fundraising work and assisting a range of projects and programmes. No two days will be the same. You will thrive on managing demands, always calm under pressure and will enjoy supporting others and working for a charity embarking on an exciting new phase in its journey.

Duties and Responsibilities

Support the Senior Leadership Team

- Support the CEO with reports, presentations, research and general administrative work
- Support Senior Leadership Team meetings, from producing the agenda and forward plan, to taking minutes and assisting SLT members with arising actions

- Assist with diary management and meeting room coordination
- Take on other ad-hoc tasks where necessary

Operational administration

- Act as first point of call for the organisation, responding to phone and email enquiries in a warm, professional and timely manner
- Act as initial point of enquiry for all Future First staff, signposting them to answers and solutions
- Assist with data monitoring and reporting using the organisation's CRM system and related technology
- Support recruitment processes, placing adverts, coordinating with candidates and organising interviews
- Support the on-boarding and induction process for new starters, making sure they have a positive start to their time with the organisation and have all the tools required to carry out their roles
- Ensure HR records are kept up to date
- Minute meetings where appropriate
- Support with management of office premises and meeting rooms
- Support organisation of internal meetings, including training and staff away days

Financial support

- Run weekly bank reconciliation and liaise with staff to ensure receipts are obtained for all transactions
- Review and approve draft invoices
- Undertake regular credit control
- Set up bank payments for approval by the CEO
- Support the Director of Business Services to ensure systems are up to date prior to monthly and quarterly financial reporting
- Collate information and updates required for monthly payroll

Technology support

- Ensure tech developments and fixes are thoroughly tested before launching to stakeholders
- Help maintain backlog of tech support requests
- Ensure stakeholders are kept informed of new features and changes to user facing technology

Programme administration

- Assist delivery team with stakeholder enquiries
- Provide vital membership administration support, including processing DIY+ member renewal

Person Specification

Essential criteria

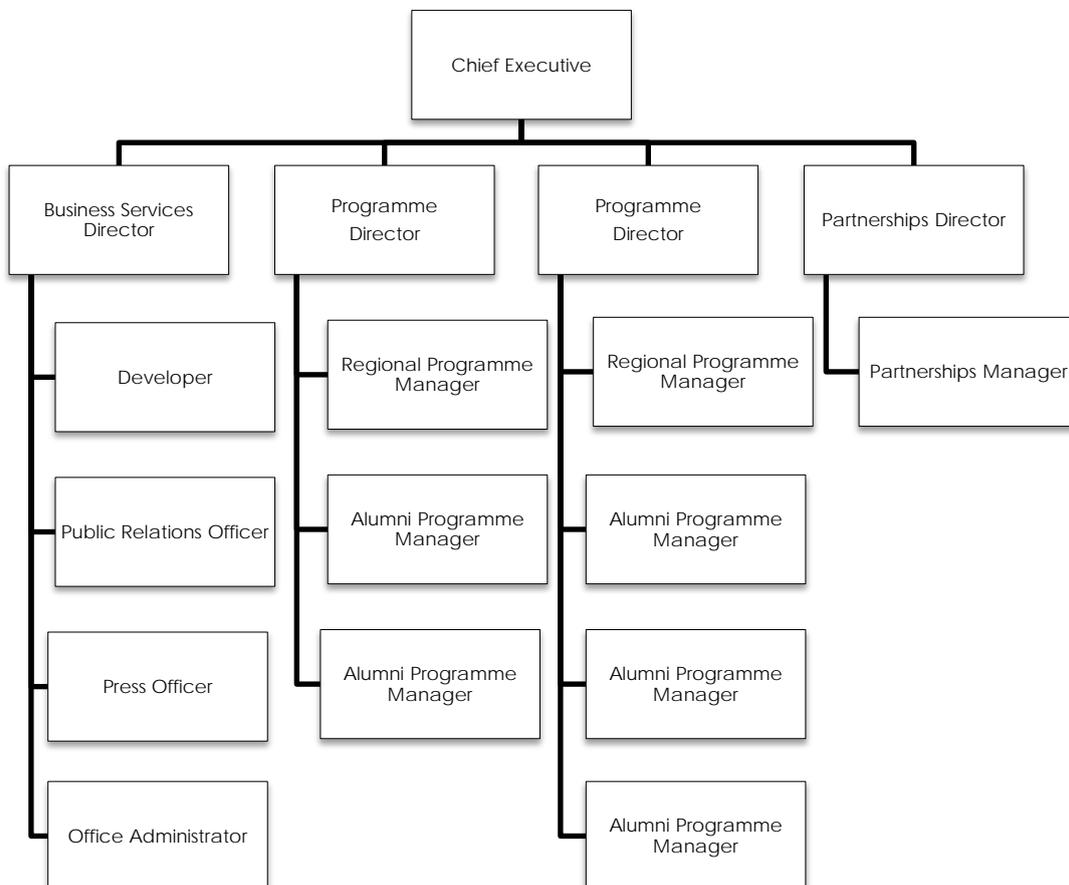
- Proven experience in a fast paced administrative role;
- Excellent attention to detail;
- Highly organised in approach with ability to demonstrate good planning skills and ability to prioritise workload;
- Able to work on own initiative in a fast paced, dynamic environment;
- Comfortable and confident working both independently and within a small team;

- Proficiency in using computers and online systems, with the ability to learn software and new systems quickly;
- Experience in finance administration / bookkeeping;
- Proficiency working with numbers and data;
- Solution focussed with excellent problem solving skills and is willing to go the extra mile;
- Warm and friendly, both in person and on the phone;
- Excellent customer service and interpersonal skills; enjoys supporting others;
- Strong written and oral communications skills. Able to communicate effectively and confidently with a wide range of stakeholders;
- Can be relied upon to maintain confidentiality where required;
- Embeds equalities in work;
- Consistently shares expertise; strong team player;
- Keeps up-to-date with developments, new ideas, resources and tools to aid the fulfilment of work responsibilities;
- Is aware of own skills and areas for development; takes responsibility for own CPD;
- Is positive and solution focused; willing and able to try new ideas;
- Holds self and other team members accountable for achieving an exceptionally high standard.

Desirable criteria

- Degree education or equivalent work experience;
- Experience of working in HR administration;
- Experience of using Xero (financial management system);
- Good understanding of data protection legislation;
- Experience working with UK state schools and colleges;
- Interest in issues surrounding social mobility and education.

Organisation Structure



Our Values

Social justice

We do all we can to achieve our mission so that a young person's background does not limit their future.

Role modelling

We believe everyone can be a good role model and we lead by example in all we say and do.

Collaboration

We know we have greater impact through building relationships, and by working and learning with others.

Innovation

We are open to fresh ideas and are constantly seeking new ways to make change happen faster.

Terms and Conditions

Job title	Office Administrator
Reports to	Business Services Director
Salary	£19,263 (outside London) / £20,985 (inside London) to £23,350 dependent on experience
Annual leave	28 days per year, increasing by one day for each year of service up to a maximum of 33 days
Benefits	Employee pension scheme, comprehensive learning and development plan, cycle to work scheme, travel card loan, flexible working, volunteer days
Contract type	Full-time / permanent
Location	Home based for the immediate future (all staff are home working until at least January 2021). Thereafter, occasional attendance in London required.

How to Apply

To apply, please [click here](#) to upload a CV and cover letter that demonstrates how you meet the person specification for the role.

Application deadline: 9am Monday 21 September 2020

Applications submitted after this time will not be considered.

Interviews: Friday 25 September 2020

Interviews will be conducted via video call.

Any questions?

If you are considering applying, we would be delighted to have an informal conversation about this role.

Please email harry.pritchard@futurefirst.org.uk to arrange a time to speak with our Business Services Director, Laura Underwood.