

JOB DESCRIPTION & PERSON SPECIFICATION

Job Title	Young People's admin support (maternity cover)
Salary Range/Grade:	£12.88 per hour
Hours:	Term time only (9am-3pm) up to 3 days a week
Work Base:	The Oaks, Chippenham
Reporting To:	Young Person Lead
<p>Main Purpose of Job: The RISE Trust delivers services to support children, young people and families, to improve outcomes for families and have a positive impact on their lives. This role will be to provide admin support to the young people's team, deliver and plan RISE young youth worker programme, support the Young Person Lead with data and admin tasks and be a point of contact for RISE Youth enquiries.</p>	
<p>Lead Responsibility: To support the Young People's Team at RISE and to support young people at regular secondary school lunch time drop ins.</p>	
<p>Key Task List:</p> <ol style="list-style-type: none"> 1. To assist colleagues when necessary, in the day-to-day operation of The RISE youth services. 2. To provide administrative support to the Senior Young People Support Workers and Young People's Service Lead, as required. 3. To maintain a variety of files and/or documents for the purpose of documenting and/or providing reliable information. 4. Respond to enquiries from staff/clients/other professionals for the purpose of providing The RISE Trust information and/or direction. 5. To provide a high standard of first point of contact to children, parents, carers, professionals and other agencies through welcoming, hospitality when visiting, written communications and telephone enquiries. 6. Provide support for staff and volunteers working within The RISE Trust. This includes provision of word processing, filing, photocopying, telephone answering and message taking, and sending e-mails and receiving e-mails. 7. Receiving, sorting and distribution of relevant RISE Trust post. 8. To lead and deliver the RISE youth drop-in sessions, working with the Young Person Service Lead. 9. To undergo supervision, training, and appraisal and to join in the team building events and meetings within the Oaks building. 10. To support the Young Person Service Lead in keeping records, storing data and completing reports. 11. To monitor and support youth workers to maintain session records 12. To log incidents and support staff to report theft, break in, fire and other damage to police. 	

Job Activities – Standard Terms Common to all Job Descriptions

1. To work within the RISE Trust's Child Protection & Safeguarding Policy because safeguarding and promoting children's welfare is a priority in all aspects of the Trust's Delivery Plans. Any safeguarding concerns should be immediately reported to the Chief Executive of The RISE Trust using the Trust's alert process.
2. To undertake any other reasonable duties which are commensurate with the grade and responsibilities of the post as directed by the Chief Executive Officer in accordance with the objectives for the trust's operational plans. The RISE exists to respond to the needs of individuals, consequently many of the tasks and responsibilities are unpredictable and varied. It is therefore expected that all staff will work in a flexible, resilient and confidential manner when required, undertaking tasks that have not been specifically covered in their job description.
3. To promote the organisation's strong commitment to Equality, Diversity and Inclusion.
4. To promote the organisation's quality assurance systems.
5. To handle all details about the children and young people accessing The RISE Trust services confidentially and in accordance with the requirements of the Data Protection Act.
6. In discharging the duties of the post to have due regard for the provisions of Health & Safety at Work legislation, as detailed in the Health & Safety manual, ensuring health and safety compliance, risk assessments and safe systems of work are in place and adhered to.

The RISE Trust is a Christian community charity which is totally diverse and inclusive.

This organisation is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.



In accordance with safer recruitment protocols, we will request references in advance of interviews, for shortlisted candidates.

PERSON SPECIFICATION

Factors	Essential	Desirable
Qualifications	General education to GCSE standard. Sound literacy and numeracy skills.	Hold or already working towards a relevant NVQ Level 3 professional qualification, such as Business Administration, or Youth worker
Experience/ Knowledge	Experience of administrative office procedures.	Proven experience of providing administrative

	<p>Excellent IT skills and ability to use Microsoft Office, Word, Excel, Publisher and Power Point.</p> <p>Experience of customer service duties.</p> <p>Experience of working within a child, young person and/or family centred service or organisation.</p> <p>Experience of working directly with vulnerable young people.</p>	<p>support to a multi-disciplinary team, including maintaining office procedures.</p>
Skills/Abilities	<p>Good organisational and management skills.</p> <p>Good level of computer literacy, including Outlook, Word and Excel.</p> <p>Ability to communicate verbally and in written form with children, parents and carers, colleagues and representatives from outside agencies, such as Ofsted and government regulatory departments.</p> <p>Ability to engage with individuals from a range of backgrounds.</p> <p>Commitment to safeguarding, equal opportunities and anti-discriminatory practice.</p> <p>Ability to work on own initiative and meet deadlines.</p>	<p>Prepare and deliver training materials</p> <p>Able to respond to the changing needs of the trust.</p>
Personal Qualities	<p>Passionate about social action and outreach in the community.</p> <p>Ability to communicate effectively with a broad range of people, from young people and families to Senior Managers.</p> <p>Non-judgemental approach.</p> <p>The ability to prioritise workload and meet deadlines whilst under pressure, working in a fast-moving environment.</p> <p>Responsive to change and new ideas; adapt to new systems.</p> <p>Adopt flexible working pattern to meet the needs of the service and families.</p> <p>Enthusiastic and motivated who works to a high set of principles.</p> <p>The ability to be solution focused, tolerant, patient, kind, warm, empathetic, friendly and with a positive 'can do' approach is highly essential.</p> <p>Ability to work as part of a team.</p>	<p>The ability to empathise with young people/parents/carers</p> <p>Sense of humour</p> <p>Current driving licence</p>

The RISE Trust Christian values	The RISE Trust is a Christian Charity and Christian values underpin the RISE Trust's approach to social action within the community. We would therefore politely request the person is respectful of our prayer with and for staff, volunteers and service users, as and when appropriate.
<i>“Through unconditional love, commitment and passion we seek to enable all children, young people and adults to be the best they can be.”</i>	