



## ADMINISTRATOR

### Job Specification

16<sup>th</sup> December 2015

**Admin genius wanted to support a creative new partnership of projects working with children and young people.**

<b>Job Title</b>	Administrator, West London Zone
<b>Responsible To</b>	Louisa Mitchell, Chief Operating Officer, West London Zone
<b>Conditions of Service</b>	Salary based on experience from £22,000 FTE pro rata Permanent contract, 3 months probation 16 hours per week Flexible working, within school hours is acceptable (e.g. 10-2pm), but attendance in office is required at least four days per week 25 days annual leave per annum (plus 3 days between Christmas and New Year) pro rata, plus Public Holidays
<b>Applications Due</b>	Cover letter and CV before Monday 25 <sup>th</sup> January 2016
<b>Interviews</b>	Week commencing 1 <sup>st</sup> February 2016
<b>Start Date</b>	As soon as possible thereafter
<b>Location</b>	West London Zone, 187A Freston Road, London, W10 6TH

**To apply for this role, please send the following to Cinzia d'Ambrosi on [recruitment@westlondonzone.org](mailto:recruitment@westlondonzone.org), before the above deadline:**

- a cover letter stating your interest in the role, evidence of how you meet the key competencies and experience required, and how you heard about the vacancy; and
- your CV.

WLZ reserves the right to close this vacancy prior to the application deadline if a sufficient number of applications is received.

## About West London Zone

[West London Zone](#) (WLZ) is a fast-paced, highly innovative, start-up enterprise. Our vision is that all young people land safe, happy and healthy in adulthood. Our focus is on young people aged 0-25 in three square miles around the Harrow Road. We believe that one in five of them do not achieve their true potential in life due to circumstances beyond their control, and are therefore at risk of not growing up to live the type of life they want to. Our goal is to connect the charities, schools and public bodies who serve them, so that they are more effective in enabling the young people to achieve their goals. Our values are CLEAR – Collaborative, Local, Evidence-led, Accountable and Relational.

We started work in Autumn 2015, co-ordinating 12 social sector organisations (mainly charities) to support up to 120 children in White City throughout academic year 2015-16. We have a long term plan to support up to 13,000 children and young people over 10 years and beyond. The work this year is co-ordinated through four 'anchor' organisations, each serving a different age group: a children's centre, primary school, secondary school and the job centre. We identify the children and young people who need us, support the delivery of social sector services, and co-ordinate the sharing of information to show that those services are doing what is needed to help each child move towards improved outcomes in life. In doing this, we are a 'backbone organisation', co-ordinating charities' delivery of support to children, collecting data and tracking the progress of each child towards positive outcomes, which means we are admin heavy.

## About the role

We are looking for a self-motivated, dedicated, and highly organised admin genius to run the office and support 5 full time and 3 part time staff, plus a freelance bookkeeper and some consultants/advisors. The work will be varied, ranging from liaising with our landlord to managing our website and social media profile, requiring significant adaptability and responsibility.

You will provide essential administrative support that the team will rely on to enable us to focus on the challenging task of implementing our innovative model of support for children and young people in West London. The ideal candidate will genuinely love organisation and get a buzz from achieving organisational efficiency.

You will thrive in a small team environment with strong communication skills and an agreeable manner. You will also share the team's passion for changing the way disadvantaged children and young people are supported in West London, and be looking to apply your skills and experience to this area. You will enjoy the opportunity to work closely with team members to support them on the delivery of their areas of focus. And you will bring some rich new perspectives to the organisation.

## Responsibilities

- Managing relations with WLZ's landlord: the Harrow Club
- Office administration and general management of office premises
- Taking initiative to ensure that the office is tidy and welcoming to guests
- IT support for the team
- Managing WLZ's website and social media platforms (content is provided by the rest of the team) and tracking engagement with stakeholders
- Managing and improving systems and processes for team meetings and communication
- Managing and storing information systematically, including hard and soft copy files as well as online databases (e.g. Salesforce)
- Managing logistics for events, including sourcing venues, organising catering, mobilising resources
- Organising team social events

- Diary management for senior colleagues which will involve communication, co-ordination and preparation with a range of external stakeholders
- Liaising with senior colleagues and trustees to process administrative paperwork such as obtaining signatures and address details
- Supporting the frontline work of Link Workers with logistical arrangements for WLZ children and young people
- General support as required

### **Competencies**

- Strong organisational skills
- Strong communication and relationship building skills with a range of different people in different contexts
- Able to plan and prioritise own workload effectively and take the initiative when required
- Able to meet deadlines and work under pressure
- Co-operative and helpful manner
- Committed
- Work to the highest standards of accuracy and completeness
- Able to observe the strictest levels of confidentiality
- Responsive to feedback
- Flexibility and adaptability appropriate for working in a small, start-up team
- Creative and solutions-focused
- Appetite to learn new skills

### **Experience required**

- Office management or similar administrative experience
- You will need to be comfortable with the following and/or ready and willing to learn how to use them: PCs (desktops & laptops) and a range of office software: Google Apps, Microsoft Office, Salesforce CRM, Asana task management, Wordpress
- Experience of Twitter, Facebook and Instagram
- Charity or small business experience

### **Equal Opportunities**

West London Zone is an equal opportunities employer and welcome applications from all suitably qualified persons.