

Support Team Administrator Application and Information Pack



youth**united**
foundation

**THE BOYS'
BRIGADE**
& GIRLS' ASSOCIATION
> the adventure begins here



Message from our Chief Executive

The Boys' Brigade is an international Christian youth organisation that offers a safe, enjoyable, and caring environment for kids and young adults to learn, grow, and discover. We believe that the experiences we provide are as valuable today as they have ever been.

BB Companies (groups) meet in different communities around the country, led by dedicated volunteers who give their time and skills every week. Our groups are an essential part of the outreach work that is being done in churches to empower, engage, and transform lives in local communities.

None of this work would be possible without the support of a dedicated team of staff who assist the work of our volunteers, and we want you to join our team. Help us to face the challenges, create opportunities, and unleash the potential in others.

We look forward to receiving your application.



Jonathan Eales
Chief Executive

About Us

The Boys' Brigade has been helping children and young people since 1883, partnering with churches of all denominations and working with them to provide outreach opportunities.



Children and young people between the ages of 5 and 18+ can participate in weekly groups, special events, community projects, residentials, and training programmes organised by the BB.

Our Vision

Is that children and young people experience “life to the full.” (John 10:10).



Our Mission

The Boys' Brigade has faith in young people and provides them with opportunities to learn, grow, and discover in a safe, fun, and caring environment that is rooted in the Christian faith.

Our Values



About the role

Job Title	Support Team Administrator
Purpose	<p>To provide direct administrative support to all elements of the organisation, ensuring the smooth running of the operational functions.</p> <p>We seek an individual with strong organisational, communication, and interpersonal skills who is confident with managing multiple tasks and digital processes.</p>
Reports to	Director for Operations.
Managed by	Support Team Lead.
Department	Support Team.
Work Location	In our offices located in Hemel Hempstead. Potential for hybrid working post-probation period.
Term	Permanent.
Salary	£23,000-£25,000 (dependent on experience).
Hours	Permanent 28-35 (flexiable) hours per week subject to discussion (minimum 4 days per week in the office)
Internal Relationships	Support Team and wider Staff Team.
External Relationships	Volunteer leaders and public enquiries.
DBS/PVG	Basic Check required.
References	Appointment will be subject to two references completed before employment commences.

Role Overview

We are currently seeking an individual with the necessary skills to provide direct administrative support to all elements of our organisation. The successful candidate will ensure the smooth functioning of all operational functions, requiring a high degree of organisational, communicative, and interpersonal proficiency.

To be considered for this position, the ideal candidate must be highly proficient in managing multiple tasks and digital processes and be confident in their ability to prioritise effectively. The candidate must also possess outstanding communication and interpersonal skills, as they will be expected to collaborate closely with colleagues and stakeholders across the organisation.

In addition to these core competencies, the ideal candidate should also be proficient in using various digital tools and software commonly used in administrative support roles. Furthermore, the candidate must be able to work independently, as well as within a team environment, and be capable of adapting to changing priorities quickly.

The successful candidate will also be responsible for maintaining accurate records, preparing reports, and communicating with staff at all levels. They must be a conscientious, detail-oriented individual committed to upholding the highest standards of professionalism and integrity in their work.

In summary, we are seeking an individual who is proactive, resourceful, and capable of functioning within a fast-paced and dynamic environment. If you believe you meet these standards of excellence and possess the necessary qualifications, we encourage you to apply.

Key Responsibilities

To support stakeholders, staff and our volunteer leaders by:

- Providing efficient digital administrative and organisational support to the organisation.
- Embedding digital processes throughout the organisation to streamline work processes.
- Dealing with queries by phone and email in a timely and professional manner.
- Signposting information and resources across our organisational functions to ensure smooth functioning.
- Updating and inputting digital records accurately and efficiently.
- Process data and provide reports as required.
- Assisting volunteers and staff in using our membership system (Online Brigade Manager) to increase its usage and efficiency.
- Supporting the back-office functions of our online shop by taking orders and dealing with customer enquiries and returns.
- Coordinate and provide administrative support for events such as Trooping the Colour, Remembrance Services, Annual AGM, etc.
- Dealing with sending and receiving mail and packages in a prompt and efficient manner.
- Performing other relevant related duties as required.

Person Specification

Essential Skills and Experience required for the role:

- Has excellent interpersonal skills; therefore, can communicate effectively with stakeholders, staff, volunteers, trustees, external partners and service providers.
- Possess a high level of proficiency in delivering presentations and customer service.
- Proficient IT skills, including Microsoft 365, Microsoft Teams, Zoom and other applications used in daily office administration functions, such as digital recording.
- Excellent organisational skills and ability to prioritise workload.
- Strong written and verbal communication skills.
- Previous experience in working with and supporting volunteers.
- Proficiency in managing paper and digital files, including handling organisational correspondence and confidential information.
- Skilled problem solver with research aptitude and willingness to assist others.
- Sympathetic to The Boys' Brigade's vision, mission and values.

How to Apply

To apply for the role, please send a cover letter and an updated CV to the email address jobs@boys-brigade.org.uk explaining, why you are a suitable candidate for the position.

The closing date for the role is the 9th February 2024 at 9:00 am. We will conduct interviews on a rolling basis and advise applicants to apply as soon as possible.

If you would like to have an informal conversation regarding the role or for more information, please contact Natalie Whipday, Director for Operations, by email at natalie.whipday@boysbrigade.org.uk or call 01442 509 520.