



high

trees

Job Pack

**ADMINISTRATION &
PROJECT OFFICER**

Welcome to High Trees!

High Trees Community Development Trust was established by residents in 1998 to serve the needs of the local community in Tulse Hill. We were set up by local residents from St. Martins' Housing estate, who campaigned to bring the recently closed public library into community ownership.

Since then, High Trees has grown into a multidisciplinary charity. We continue to stay true to our founding vision, to deliver impactful services focusing on the needs of the local community.

Our 5 cornerstone support areas provide integrated services in:

- **Employment & Careers:** We provide bespoke one-to-one employment support with experienced advisors who are experts in helping those with multiple barriers find work.
- **Research & Development:** Focusing on our partnerships, community-based research and sector capacity building support, our Research & Development team work across all services, teams and wider Lambeth to develop collaborative working practices and strengthen the sector.
- **Community Action:** We have embedded Community Organising within the locality to nurture and capacity build individuals and community groups to develop advocacy skills and empower them to take collective community action on issues that affect them, whilst also improving representation in decision making.
- **Community Education & Training:** We specialise in delivering basic skills training to provide individuals with the skills they need for work and life, including ESOL, functional skills, ICT and vocational courses.
- **Children, Young People & Families:** Running the Tulse Hill Adventure Playground and working on the basis of early intervention, we deliver a range of services focused on play, study, coaching and social action aimed at improving the aspirations and well-being of children and young people.

High Trees strives to ensure our services remain firmly rooted in the local community, responsive to and driven by local need and always delivered in the spirit of partnership and collaboration.

ADMINISTRATION & PROJECT OFFICER

Job Description

Salary	£25,000 - £30,000 pro rata per annum
Hours	Full-Time - 35 hours per week
Location	High Trees, 220 Upper Tulse Hill, London SW2 2NS (office-based)
Reporting to	Head of Employment & Careers

We are looking for a new team member to provide full administrative and programme support to the Employment & Careers team. The role will involve supporting the team in the day to day running of the service including the preparation of contract documentation (such as registration forms, as well as specified supporting evidence: ID proofs, Proofs of Address etc.) for submission to funding partners, uploading data spreadsheets and CMS systems, and supporting the team with promotion, outreach and engagement of our services. This includes conducting follow-ups and answering queries (by phone, email and in person) from both current and prospective participants on the programmes being delivered by High Trees. They will also be responsible for the preparation of finance related performance evidence for monthly/quarterly submission.

The successful applicant will have experience of providing efficient administrative support, be very organised and able to work to deadlines while maintaining a high level of attention to detail. Must also be flexible and excited about being at the heart of a small but fast paced team which is committed to providing an excellent service to High Trees' users.

KEY ACCOUNTABILITIES

- Provide administration support to our Employment & Careers service including but not limited to preparation of service paperwork, updating spreadsheets and CRM systems.
- Support the outreach activities of our services attending job fairs, open days and events as required.
- Support the marketing and promotion on our website, social media and other platforms.
- Assist with enrolment sessions and provide information in person, by telephone and e-mail where necessary.
- Conduct regular participant tracking telephone calls.
- Support the delivery of our weekly jobs club sessions.
- Contribute to the continual improvement of the Employment & Careers service.

PERSON SPECIFICATION

The person specification is an idea of the skills, knowledge and experience required to carry out the job. It will be used in the short listing and interview process for this post.

Essential

- A minimum of 1 years' experience providing administrative support.
- Sound experience of using Microsoft packages; Word, Excel, Outlook and PowerPoint.
- Strong organisational skills, including the ability to plan and prioritise own work and manage routine administrative tasks.
- Capable of providing administrative support across multiple contracts with differing contractual requirements.
- Experience of data inputting, understanding and using information management systems.

Desirable

- Familiar with statutory delivery (e.g. DWP, Local Authority, Adult Education Budget etc.) compliance requirements.
- Experience of working in a charitable, community based or employment support sector.
- Experience in a customer facing role.
- Willing and available to work outside usual office hours, including evenings and weekends.

HOW TO APPLY

Please send a completed CV and covering letter (no more than 2 pages) as well as the applicant monitoring form and the additional information form to recruitment@high-trees.org with 'Administration & Project Officer' in the subject line.

All applications must be received by 23rd October at 11:59pm.

QUERIES

If you have any questions about the role or High Trees, please contact: recruitment@high-trees.org

Working at High Trees

We know our staff are our biggest asset and our biggest investment. Our small yet dynamic staff team of 30 have come to High Trees through a variety of paths; some have a long track record of work in the sector, others have brought in skills learned elsewhere and some have joined our staff through using our services. All share a passion for the work we do and a commitment to ensure our impact is meaningful for those we work with.

All our staff are supported to grow and develop through regular one-to-ones with their manager, a programme of organisation wide and individual CPD. They are given the opportunity to contribute to the work of the organisation as a whole rather than focused solely on the work of their team. We're proud of the fact that over 50% of our Management Team have been promoted from within our organisation.

Employee Benefits

- 35 days annual leave (inclusive of bank holidays and 3 Christmas days) rising by 1 day each year after 2 years' service (capped at an additional 8 days)
- Enhanced maternity/paternity/adoption leave after 2 years' service
- Save money off a new bike with the Cycle to Work scheme
- Up to 7% contribution to the staff pension scheme
- 24/7 Employee Support Line
- Clear pay structure with yearly increments (based on performance)
- Annual Staff away day
- Premium eye-care vouchers through Specsavers and season ticket loans

We know that if you're considering a role at High Trees, you are primarily driven by a desire to make impactful change and we hope you will consider joining our team.

