

ROLE DESCRIPTION

Role	Admin Assistant
Reports To	Operations Coordinator
Works With	Finance Officer, Business Manager and Head of Delivery
Salary	£6,199.40 inclusive (equates to £13.90 p/h plus holiday entitlement)
Duration	Permanent
Hours	10 hours per week, term time only

Lifespace provides one to one mentoring for children and young people to reduce distress, build resilience and enable them to achieve more. We create a safe time and confidential space for young people between 7 and 19 years to explore the challenges they face, and what they want in life. We work with individual young people, with families and with schools, colleges, community groups and agencies in Warwickshire.

MAIN PURPOSE AND SCOPE OF THE ROLE

To provide high-quality administrative support across workshops, external supervision, training and HR systems. The Administrator ensures scheduling runs smoothly, records are accurate and outcomes data is robust, enabling delivery teams to focus on direct work with children, young people and schools.

DUTIES AND KEY RESPONSIBILITIES

1. Scheduling and Coordination

- Lead on the scheduling and coordination of external supervision sessions, workshops and training activity.
- Act as the central point of contact for bookings, confirmations, cancellations and changes.
- Liaise with schools, Workshop Leads, Senior Mentors and external supervisors to ensure arrangements are clear and timely.
- Maintain accurate calendars, delivery schedules and room / online booking information.

2. Outcomes and Data Management

- Maintain accurate HR records, including DBS checks and renewals, training records and compliance logs.
- Support onboarding processes by ensuring checks and records are completed in a timely manner.
- Manage the day-to-day upkeep of the HR database to ensure it remains current and audit-ready.

3. Colleague and Systems Support

- Provide ad-hoc support to colleagues with data inputting and systems we use (e.g. Charity Log, Upshot, Flick and Sense HR).



- Promote consistent administrative processes and good data practice across teams.
- Flag recurring issues, risks or gaps in records to the Operations Coordinator.

GENERAL RESPONSIBILITIES

- To work collaboratively with the Operations Coordinator, Head of Delivery, Workshop Lead and Core Team to ensure effective charity operations.
- To support service delivery that ensures the safeguarding of young people at all times with awareness of safeguarding process.
- To handle sensitive information with professionalism, integrity and confidentiality.
- To undertake all reasonable training, learning and development activity designed to support you in your role and in line with requirements.
- To be responsible for your own health, safety, welfare and conduct ensuring compliance with Lifespace Policies and Procedures.
- To uphold the Lifespace Values:
 - **Inclusive** - We promise to treat people fairly and with respect.
 - **YOUTH-led** - Young people are at the heart of everything we do.
 - **Trustworthy** - We create and nurture supportive, safe and non-judgmental spaces.
 - **Ambitious** - We do our very best for each young person we support and all young people in our community.
 - **Approachable** - We're open, warm and here for young people when they need us.
 - **Collaborative** - We choose to work in partnership with organisations that share our values so that we can make a bigger difference.

ADDITIONAL INFORMATION

- You will be paid monthly.
- You will be entitled to holiday pay on a pro-rata basis.
- Term time post holders are not eligible for in-term annual leave.
- Access to and ability to drive is desired but postholders using public transport may be considered.
- Most hours will be worked within standard office day but could be split across multiple days (one day overlap is required with the Operations Coordinator)
- Travel undertaken during the working day, and other reasonable expenses, will be reimbursed in line with Lifespace policy.
- This role requires some office-based work but a proportion of hybrid working is available.
- A Standard DBS check is a requirement of the role.

Updated April 2026



Person Specification

	Requirement
<p>SKILLS AND ABILITIES</p> <ul style="list-style-type: none"> • Clear and professional written and verbal communication skills. • Strong attention to detail and accuracy. • Ability to recognise safeguarding issues in line with our Safeguarding Policy and act accordingly. • Experience coordinating schedules and managing multiple competing priorities. • Ability to communicate effectively both verbally and in writing to individuals and groups. • Ability to handle sensitive and confidential information appropriately. • Self-motivated and able to work under own initiative. 	<p>Essential Essential Essential Essential Essential Essential Essential</p>
<p>EXPERIENCE</p> <ul style="list-style-type: none"> • Experience of working in a busy office environment. • Experience of HR administration, including DBS and training records. • Experience working in education, health or voluntary sector environments. • Familiarity with outcomes monitoring or impact reporting systems. 	<p>Essential Desirable Desirable Desirable</p>
<p>KNOWLEDGE</p> <ul style="list-style-type: none"> • Good working knowledge of Office 365 and database systems. • Awareness of mental health and emotional development of young people. • Awareness of working with young people with additional needs. • Awareness of liaising of working with schools/other agencies to achieve a positive outcome. 	<p>Essential Desirable Desirable Desirable</p>
<p>PERSONAL ATTRIBUTES/OTHER</p> <ul style="list-style-type: none"> • A passion for supporting children and young people. • Excellent Interpersonal skills. • Clear and confident communicator. • Willingness to attend Lifespace training as required. • A collaborative and positive team contributor. • Able to uphold the Lifespace values: Inclusive, YOUth-led, Trustworthy, Ambitious, approachable, Collaborative. 	<p>Essential Essential Essential Essential Essential Essential</p>

