

Job Description

Job Title:	Admin Worker
Hours:	30 hrs per week
Salary:	£13.45 per hour plus non-contributory pension

ROLE OVERVIEW & IMPACT

The role provides a broad range of frontline reception and administrative support, ensuring a smooth-running office and the successful delivery of our projects. There is a particular emphasis on supporting our Children and Young People's Therapy Service. This involves acting as a professional first point of contact for families alongside a heavy volume of accurate record-keeping and data processing.

Given the sensitive nature of our work, the role requires an unwavering commitment to confidentiality and the ability to maintain clear professional boundaries at all times when interacting with service users and their families.

MAIN DUTIES & TASKS

1. Reception and General Office Administration

- Welcome and look after visitors who are attending meetings and services.
- Handle enquires from staff, service users and external contacts at all levels
- Respond to and field telephone calls and enquiries.
- Monitor email, social media inboxes and respond to enquiries as appropriate.
- Open, record and allocate incoming mail. Record outgoing mail.
- Prepare rooms and the required hospitality arrangements for meetings, workshops and events etc. hosted internally and externally.
- Provide photo copying, printing, scanning, laminating and minute taking for office and staff team.
- Support the administration of petty cash.
- Maintain and allocate stationery and other office supplies across the staff team as required.

2. Project Administration

- Process referrals to our projects and allocate appointments
- Input, update and maintain confidential data.
- Assist with the maintenance of data systems to produce statistical reports to managers to support the strong delivery of parenting 2000's service contracts.
- Ensure all information is secured and managed sensitively by effective compliance with the organisations data protection, confidentiality and information sharing policies and related legislation.

3. Health & Safety Responsibilities

First Aid & Fire Safety: The post holder will act as a designated First Aider and Fire Marshal for the site.

Training: Full, accredited training will be provided to ensure you are competent in these duties.

Daily Duties:

Fire Marshall: This involves identifying fire hazards to prevent emergencies and leading the safe, orderly evacuation of all staff and visitors in the event of a fire.

First Aider: This includes providing immediate, practical assistance to staff or visitors who become ill or injured, managing the situation safely until they recover or professional medical help arrives. A First Aider also takes responsibility for regularly checking and restocking the first aid kit to ensure all supplies are in-date and meet safety standards.

This job description is not an exhaustive list of duties and the post holder will be required to undertake any other reasonable duties discussed and directed by the senior manager.

THE IDEAL CANDIDATE

Technical Expertise & Data Management

Administrative Experience: You have a solid background in office administration, with a proven ability to work quickly and accurately in a busy environment.

Data & Records: You possess strong experience in data entry and record-keeping, with a "can-do" attitude toward handling high volumes of information.

IT & Systems: You are proficient in Microsoft Office (specifically Word, Excel and email) and have sound general IT knowledge regarding databases and networks.

Parenting 2000

Numeracy & Literacy: You have excellent written and numerical skills, ensuring all clerical tasks are completed to a high standard.

Communication & Professionalism

Customer-Facing Excellence: Confident and professional in a customer-facing role, maintaining a warm and welcoming manner both in person and over the phone.

Sector Experience: Previous experience working within a therapy, clinical or social care environment is a distinct advantage.

Boundaries & Discretion: You possess an understanding of the importance of complete discretion and the ability to maintain professional boundaries when handling highly confidential information.

Values-Driven: You are non-judgemental and have a practical understanding of equality and diversity in the workplace.

Reliability & Approach

Reliability: You are punctual and reliable, committed to providing the essential cover required during our opening hours.

Calm Under Pressure: You remain composed in a fast-paced setting and are happy to work both as part of a team and independently.

Adaptable & Team Focused: You have a flexible approach to your duties and a willingness to provide additional cover for the staff team during periods of annual leave or sickness to ensure the office remains fully operational.

SPECIAL TERMS AND CONDITIONS

Probationary Period: The contract for this role is subject to the satisfactory completion of an initial 3-month probationary period. During this time, the appointment may be terminated in writing by either party.

DBS Requirements: An Enhanced DBS clearance is required before a formal start date can be confirmed.

Confidentiality: You must maintain the absolute confidentiality of all records and information relating to the work of the project and Parenting 2000 at all times.

Commitment to Equality: You will be expected to demonstrate a commitment to equal opportunities and strictly comply with all Parenting 2000 policies and procedures.

Professional Development: You must be willing to participate in ongoing staff training and development as required by the role

LOCATION, HOURS & AVAILABILITY

Place of work: This is a site is based post at our main Southport Centre.

On-Site Requirement: Due to the necessity for in-person client interaction and the handling of sensitive, confidential materials, this position is not suitable for remote working.

Contracted Hours: 30 hours per week, Monday to Friday.

Opening Hours: Mon & Thu (8:45 am – 8:00 pm); Tue, Wed & Fri (8:45 am – 5:00 pm).

Availability: Your Working Pattern: A fixed pattern will be agreed upon with the successful candidate. Please note that as this role provides essential frontline cover, we require a candidate who can commit to full shifts within our opening hours.

Important Note on Flexibility: Due to the requirement for consistent administrative presence, this role cannot accommodate daily mid-shift flexibility (such as specific windows for school drop-offs or pick-ups). Due to the requirement for in-person client interaction and handling confidential materials, this position is not suitable for remote working. However, a degree of flexibility is required to occasionally adjust your hours to cover team absences or leave.

MANAGEMENT & BENEFITS

Management Arrangements: The role reports directly to a designated Manager at Parenting 2000, who will provide ongoing support and line management.

Pension Scheme: We operate a non-contributory group personal pension scheme with our nominated provider. This is open to all eligible staff, with further details available from our HR Officer.

Generous Annual Leave: You will receive 28 days of annual leave PLUS all normal Bank and Public holidays (calculated pro-rata for this 30-hour contract).

Expenses: We provide reimbursement for all reasonable travel and out-of-pocket expenses incurred in the course of your duties.

HOW TO APPLY

Please email completed application to vacancies@parenting2000.org.uk

Parenting 2000

Closing Date for applications: 12pm (Midnight), Monday 9th March 2026.

Please note that applications will be reviewed as they are received. We reserve the right to close the application process earlier than the date specified should a suitable candidate be identified before the deadline. We therefore encourage early applications

If you have not heard from us within 4 weeks of the closing date, please assume that you have not been shortlisted on this occasion and accept our thanks for your interest.

Owing to numbers involved is it not possible for us to offer feedback to applicants who have not been shortlisted for an interview
