



**Join our Team**

**General Administrator**



\*Picture for illustration purposes only

**Making a difference to children and young people's lives everyday**

# A welcome from our CEO

Thank you for your interest in joining the YCT team and for requesting information about this crucial role within the charity.

The difficulties faced by everyone in 2020 and 2021 highlighted the need for better mental health support for people of all ages. The aftermath of the pandemic has continued to impact children and young people's mental health especially. Children and young people who are anxious, depressed, or self-harming are reaching out to overstretched CAMHS services and often face long waits due to capacity issues. Anyone who has struggled to access social care, been concerned about their family, or is anxious about the unprecedented rise in the cost of living, will know that effective support is scarce but urgently needed and that is where YCT comes in.

The YCT team of employed, self-employed and volunteer staff, have remained devoted and hardworking delivering the work through the pandemic. YCT has seen an increase of over 150% in service delivery across our regions and as an organisation are always keen to do more.

Young people need YCT now more than ever before and as we say in our Recruitment Policy - people are YCT's most important asset. After all, we are a 'people' organisation. and you will be part of an inspiring team making a real and tangible difference to the lives of many young people. As part of running an effective and efficient service YCT is seeking an enthusiastic new part time General Administrator whose primary responsibility will include general office duties including, facilities liaison, IT support, data inputting, answering telephone calls / emails and general administration.

This is a role for someone who enjoys being part of a close office team and relishes a fast-paced working environment. As a strong team-player you will have a friendly, empathetic manner with the ability to support staff and volunteers across the organisation. Previous experience of working as an administrator is desirable, but more important is your flexible approach to work and a "can do" attitude. An understanding of, and commitment to, the needs of the young people we support.

If you are interested in this role and have any questions, or if you want to have an informal chat about the role, or YCT in general or simply to find out more about what working at YCT is like then email [katy.bradbury@yctsupport.com](mailto:katy.bradbury@yctsupport.com)

We're keen to hire ASAP!

We look forward to hearing from you.

*KBradbury*

Katy Bradbury  
CEO



# Job Description & Person Specification

<b>Job Title</b>	General Administrator
<b>Salary</b>	£21,490 pro rata
<b>Location</b>	Based at YCT House Harlow
<b>Reports to</b>	CEO
<b>Hours of work</b>	Part time 25 hours per week. Occasional evening work will be required; a Time off in Lieu system operates.
<b>Annual leave</b>	25 days per annum (pro rata) plus one day for each complete year worked to a maximum of five days, plus public holidays. Leave year runs from 1st April – 31st March.
<b>Pension</b>	A contributory pension scheme operates.
<b>Probationary Period</b>	6 months with a review at 3 months. During the first 3 months the contract may be terminated with 1 weeks' notice, thereafter it will be 2 weeks up to the end of the probation period
<b>Notice required</b>	1 month

## Job Description

As a member of the YCT Admin Team to provide general administrative support to all aspects of YCT's operation, delivering work accurately, efficiently and in a timely manner

### Main duties and responsibilities

1. To deal with emails, incoming and outgoing post and answer phones
2. To undertake reception duties, greeting and supporting visitors and clients
3. To undertake a wide range of documentation and administration tasks including preparing and managing documents, spreadsheets, presentations, and data input, photocopying and filing
4. To use, manage and maintain YCT equipment and resources
5. To provide administrative support to YCT staff, contractors, projects and events
6. To ensure that YCT House and its facilities are in good order and ready for use by all users of the building
7. To contribute to the overall ethos, work and aims of YCT
8. To undertake any other tasks or responsibilities delegated by CEO
9. To use own initiative to achieve admin work delegated within the set deadlines

**Limitations:** to refrain from getting involved in clinical details or conversations, taking messages as appropriate so that effective communication is achieved.

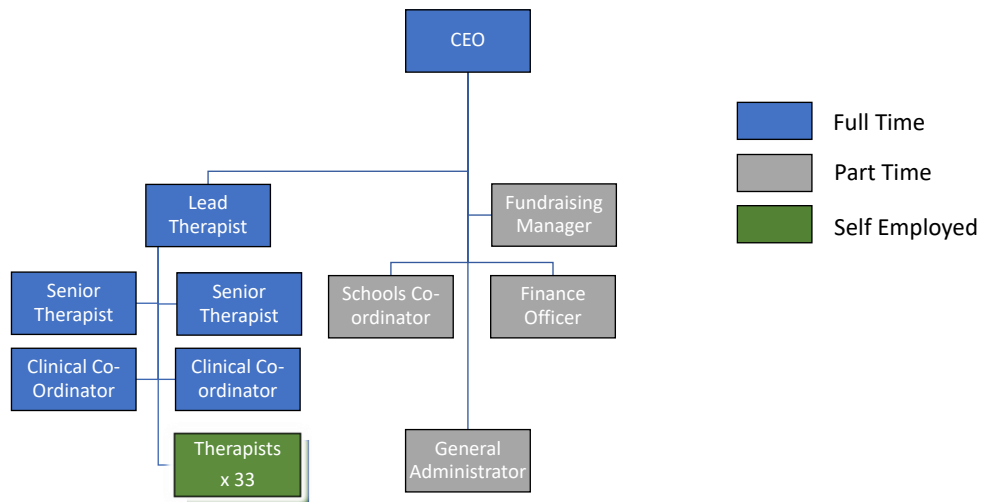
# Person Specification

As an organisation which works to support children and young people and their families YCT aims to maintain the goodwill and confidence of its own staff, stakeholders, other agencies and of the public. To assist in achieving this objective it is essential that, employees, volunteers, and contractors always carry out their duties within the ethos and values of YCT.

All work delivered by employees, volunteers and contractors must be in accordance with YCT's written Policies and Procedures.

Criteria	Essential (E) or Desirable (D)	Application (A) or Interview (I)
<b>Qualifications/Education/Training:</b>		
Level 1 Certificate in Business Administration or equivalent qualification	E	A
<b>Experience:</b>		
Proven experience working in a general administrative assistant role	E	A/I
Experience of working effectively alongside others	E	A/I
Experience of working as part of a team	E	A/I
Experience of working on own initiative	E	A/I
<b>Personal attributes:</b>		
Ability to undertake a wide range of admin tasks with minimal supervision	E	A/I
Computer-literate with good keyboard skills	E	A/I
Good literacy, numeracy, and communication skills	E	I
Ability to work confidentially and sensitively use discretion	E	I
Ability to work at various times	D	I
Ability to exercise careful judgement when passing on clinical messages	E	I
Ability to work with, and an understanding of the importance of, social media and other communication channels	D	A/I

# Our Structure



# About YCT

## OUR VISION

YCT strives to support children, young people, and their families through challenging times so that they can feel hopeful about their futures.

## OUR MISSION

YCT is dedicated to being an inclusive, warm, empowering, inspirational, and innovative mental health charity supporting children and young people.

## OUR VALUES

We are Inclusive      We are inspirational

We are Warm      We are innovative

We are empowering

## WHAT WE DO



\*Picture for illustration purposes only

YCT can offer support for an endless range of often very complex issues and does this through a variety of services. These include one to one counselling, group work, play therapy, art therapy and therapeutic play.

YCT also provides parent child therapeutic work and courses for parents to support them in

understanding their children's mental health.

YCT provides bespoke services to schools placing qualified and experienced therapists within schools to support students.

YCT regularly works in partnership with a range of other agencies to develop new services, such as Essex Youth Service, Young Carers, Social Care, Essex Child and Family Wellbeing Service, CAMHS and other youth services.

## WHAT YOUNG PEOPLE SAY

### ***What do you think would have happened if you had not received help from YCT?***

*My anxiety would have got worse*

*I think I would've struggled for much longer than I did and felt a lot more alone.*

*I would just have been negative more and would get depressed*

*I'd have been struggling a lot more, both with my moods and feelings as well as being able to communicate them to my family. I may also have fallen back into my depression*

*I would have been stuck in the same headspace, routines, and negative habits. not doing anything to help my mental health*

### ***I think YCT is***

*Extremely helpful and well-organised*

*Amazing! Really helped me see things from neutral stand points. It was lovely to speak with someone who just understood me!*

*A safe place when you feel comfortable to express your feelings*

*Supporting, understanding and a great service*

## Joining the team

To make an application to be considered for the role, please submit the following:

- A detailed and up-to-date CV.
- A completed application form.
- Details of your availability for a potential interview (we are planning to hold interviews in October 2022)

Applications should be submitted to:

**Email: [katy.bradbury@yctsupport.com](mailto:katy.bradbury@yctsupport.com)**

The closing date for applications for the role is midnight on Friday 14th October 2022

If you have any queries about any aspect of the appointment process, need additional information or simply wish to have an informal and confidential discussion, then please contact [katy.bradbury@yctsupport.com](mailto:katy.bradbury@yctsupport.com)

### **Equal opportunities**

YCT is fully committed to eliminating discrimination and promoting equality and diversity in our workforce and employment practices, in the work we undertake, and in the provision of all our services. We therefore expect all YCT staff and Trustees to be willing and able to make a positive contribution to promoting and implementing our Equality and Diversity policy. We actively seek to build diverse teams and welcome applications from everyone.

Further information [www.yctsupport.com](http://www.yctsupport.com)