

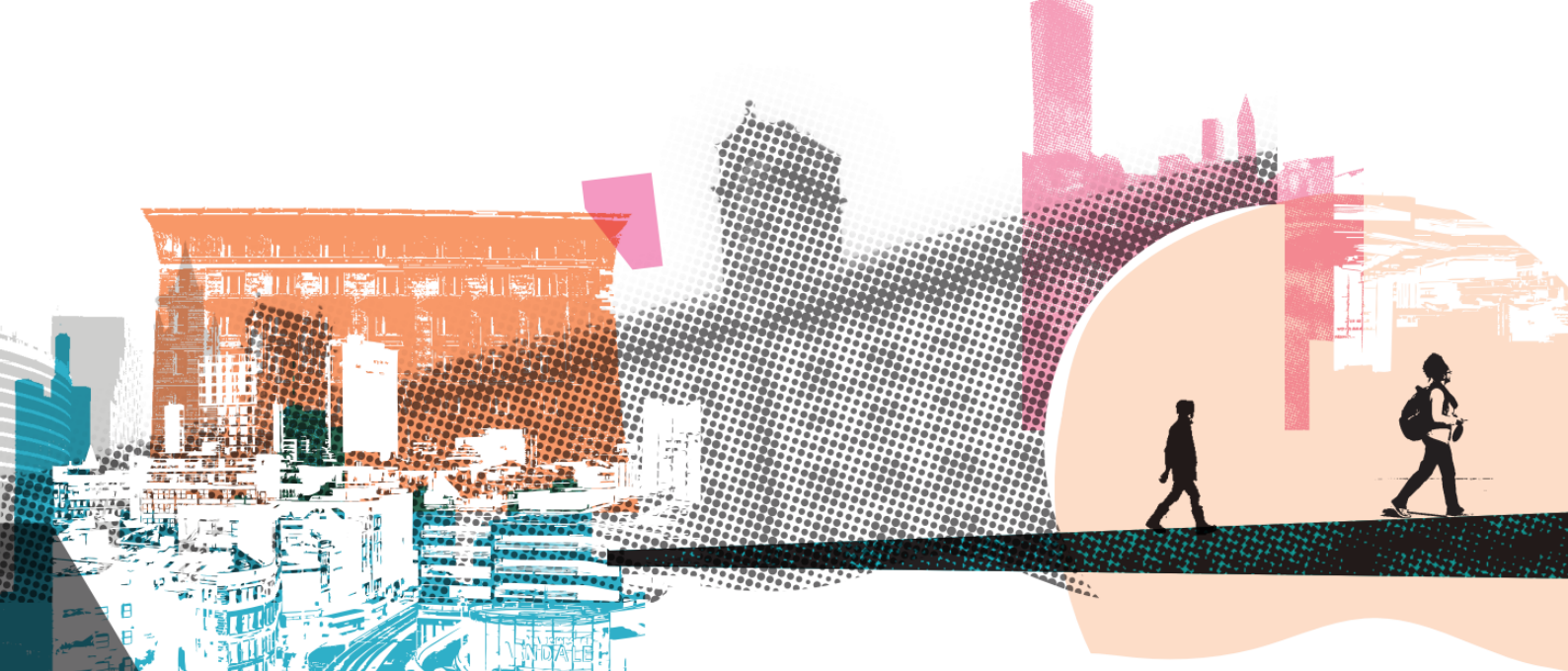
Recruitment pack

THE BIG LiFE GROUP



Administrator

This job changes lives



About The Big Life Group

The Big Life Group's mission is to fight for equity, in health, in wealth and in life. We are a social business delivering a range of services across the North of England, covering everything from mental and physical health, addiction and criminal justice, to housing, education, family support and much more. What links them together is the way we work – The Big Life Way.

We always stand shoulder-to-shoulder with people, working with them on the things that matter most to them. Everything we do is designed and informed by the needs, priorities and strengths of people and communities.

Our values

- **Courage:** We stand up for ourselves, and the people and communities we work alongside, even when that makes us unpopular, or challenges accepted wisdom.
- **Creativity:** We find innovative solutions that work, never accepting the easy option or the status quo.
- **Honesty:** We act with integrity, speaking the truth to ourselves and others.
- **Inspiration:** We are inspired by the people and communities we work with and share what we learn from them to inspire others.
- **Thoughtful:** We act with care and compassion and work to understand people's experiences. We take time to listen, reflect and continually learn.
- **Valuing difference:** We recognise and celebrate the unique qualities, gifts, insights and perspectives that different people offer.

Working at Big Life

At Big Life, work is more than a job – it's about standing shoulder-to-shoulder with people and communities, making a difference every day. We fight for equity in health, in wealth and in life, and that commitment starts with how our staff.

Be yourself

We want you to feel safe, respected and able to bring your whole self to work. Difference is celebrated here, and our staff networks - from menopause to neurodiversity, LGBTQI+ and more - create space to connect and support each other.

Benefits that matter

We offer more than a payslip - you'll find wellbeing support through LifeWorks, Simply Health and mindfulness sessions, 25-30 days' annual leave plus your birthday off, flexible working, and regular learning opportunities. Everyday perks include Blue Light Card discounts, savings schemes, cycle-to-work, free eye tests and more - little extras to make life easier inside and outside of work.

Recognised as outstanding

We're proud to be ranked by Best Companies as one of the UK's outstanding places to work, with a two-star accreditation in 2024.

A culture of trust and flexibility

Our people describe our culture as relaxed and supportive. You'll be trusted to plan your own day, take breaks when you need, and work in a way that fits with your life as well as your role.

If you're looking for more than a job - if you want to be part of a team that's bold, creative and relentlessly committed to equity – then Big Life could be the place for you.



Job Description: Administrator

The basics

Salary

£25,583 per annum (NJC point 5)

Hours

35 hours per week on a permanent contract

Annual leave

25 days, increasing to 30 days after five years

Base

Zion People's Centre, Hulme, Manchester (hybrid working available)

Line manager

Service Manager

Closing date for applications

27 November at 5pm

What you'll be doing

As our Be Well Administrator, you'll play a key role in providing first-class administrative support to Be Well - Manchester's leading social prescribing service, helping people make positive changes to their health and wellbeing.

You'll be the first point of contact for clients and referrers, providing a warm, friendly and trauma-informed welcome to everyone who contacts the service. Working as part of a supportive administration team, you'll process referrals, manage data and ensure that our systems and records are accurate, up to date, and secure.

You'll thrive in a busy environment where every day is different, supporting our coaches and specialist workers to deliver excellent service. Organised and proactive, you'll handle multiple work streams, use databases confidently, and communicate effectively with a wide range of people.

This is a great opportunity to make a real difference, joining a service that helps people take control of their health and wellbeing in a supportive and community-based setting.

Main duties

1. Be the first point of contact for clients and professionals contacting Be Well by phone, email, or in person.
2. Process and manage client referrals, ensuring data is entered accurately and in a timely manner.
3. Maintain databases and records in line with data protection and confidentiality procedures.
4. Produce reports, correspondence and other documents as required.
5. Book rooms, manage diaries and support the coordination of meetings and events.
6. Assist with the management of petty cash and financial systems as required.
7. Collate, analyse and share information to support service performance monitoring and improvement.
8. Contribute to the continuous improvement of administrative systems and processes to increase efficiency and service quality.
9. Direct communication as necessary to colleagues, clients and external agencies, ensuring professionalism and clarity at all times.
10. Support the overall smooth running of Be Well, including building maintenance checks and ordering supplies.
11. Undertake any other reasonable administrative duties as required.

Work-related expectations

1. Work within Big Life's mission, values and ethos.
2. Contribute to the ongoing development of Big Life and the Be Well service.
3. Ensure the safety and wellbeing of clients and staff by adhering to safeguarding, information governance and all Big Life policies.
4. Commit to personal development and attend training or development activities as required.
5. Work in accordance with all relevant legislation and data protection requirements.
6. Participate in regular supervision and annual appraisal.
7. Maintain a can-do attitude and flexible approach to change and challenges.
8. Undertake any other duties as required, appropriate to the post.

Person Specification: Administrator

The successful candidate will be able to demonstrate that they meet the following points, either in their application, at an interview or through taking part in a test.

Experience

1. Experience working in a busy office or call centre environment (12 months or more).
2. Experience communicating effectively with a range of people from different sectors and communities.
3. Experience producing information or reports using data systems.
4. Experience forming effective working relationships with clients, colleagues and external agencies.
5. Experience improving or developing administrative systems and processes.

Skills

1. Strong organisational and time management skills, with the ability to manage multiple work streams.
2. Ability to use a range of systems and processes to support service delivery.
3. Excellent written and verbal communication skills.
4. Confidence using Microsoft Office (Word, Excel, Outlook) and databases.
5. Ability to manage petty cash and set up appropriate systems.
6. Attention to detail and accuracy in record keeping.
7. Ability to work effectively both independently and as part of a team.

Knowledge

1. Understanding of the barriers that people face when accessing health and wellbeing services.
2. Awareness of equality, diversity and inclusion in service delivery.
3. Knowledge of data protection and confidentiality requirements.

Education

1. Good standard of education with strong literacy, numeracy and IT skills.
2. Willingness to undertake relevant training as required.

Personal

1. Positive outlook and a can-do attitude.
2. Personal resilience and flexible attitude in the face of challenges.
3. Commitment to working within Big Life's mission and values, with a non-judgemental and inclusive approach.
4. Commitment to personal development and continuous learning.
5. Ability to act with integrity, professionalism, and compassion.



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