

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

NJC point 6 (£25,989)

Hours

35 hours per week, on a permanent contract

Annual leave

25 days, increasing to 30 days after five years

Level of DBS check

Enhanced DBS. Security Vetting – Enhanced Level 1

Base

Remote, with the need to attend meetings across Greater Manchester

Line manager

Senior Administrator

Closing date for applications

Friday, 22 May

What you'll be doing

Working within the Wellbeing Service, you will support and organise the service's administrative functions. You'll be responsible for ensuring the smooth running of the service, and the retention of relevant data and information.

You will often be the first point of contact for the Wellbeing Service, and it's vital that you have great communications skills with a wide range of people, with different experiences and backgrounds

You'll also use a range of business applications, inputting and checking data, ensuring it's kept updated and stored securely in line with data protection and confidentiality procedures.

Main duties

- Be the first point of contact for enquiries or information
- Collate, analyse and disseminate data and information as required
- Ensure information and data is kept updated and stored securely in line with data protection and confidentiality procedures
- Direct communication as necessary, by phone, email or face to face
- Produce information, reports or other literature as necessary
- Create effective systems for the collation and storage of data
- Continuously improve systems and processes to assist with increased efficiency, to save money and to ensure regular service improvements
- Book rooms for meetings or manage diaries including electronically
- Carry out monitoring processes as required, such as building repairs and stationery supplies
- Manage petty cash and petty cash systems
- Collate, analyse and disseminate data and information as required
- Ensure information and data is kept updated and stored securely in line with data protection and confidentiality procedures
- Carry out any other reasonable administrative or reception duties as required

Work-related expectations

- Work within Big Life's mission and values.
- Contribute to Big Life's ongoing development and strategic goals.
- Ensure the safety and wellbeing of service users and staff by adhering to safeguarding, information security, and all Big Life policies.
- Commit to personal development and take part in relevant training and supervision.
- Work in accordance with all relevant legislation and regulatory requirements.
- Maintain a positive, can-do attitude and flexible approach to changing priorities.
- Participate in regular one-to-ones and annual reviews.
- 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

- Experience of working in a busy office environment
- Experience of effectively communicating with a range of people, from different sectors and communities
- Experience of producing information for use in reports
- Experience of forming effective relationships with customers, clients and external agencies
- Experience of setting up and improving systems for improving processes

Skills

- Ability to manage different work streams at once
- Ability to use a range of different processes and systems to ensure the service runs smoothly and effectively
- Ability to communicate effectively with a range of people and groups
- Ability to manage petty cash – and to set up appropriate systems
- Ability to effectively use IT including Word packages and databases

Knowledge

- Knowledge of the barriers and lifestyle issues that the people we work with face

Education

- An IT qualification

Personal

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



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