

Role Description: Service support administrator – Apprenticeship role

Base: Hybrid and from our Hitchin office

Hours: 22.5 per week, 2 days per week office, 1 day per week study

Salary: £10.85 -£12.71 per hour¹

Summary

We are an award-winning young people's bereavement support charity. It's an exciting time for us as we look to expand our geographic reach and support more children and their families. This new role will be pivotal to our (and your) success.

We are seeking an organised person with good attention to detail to support our busy team to deliver services. As a tiny charity with big ambitions, we are looking for someone who is innovative, a creative thinker, engaging and has a "can do / how can we" philosophy. Could that be you?

This is also a great opportunity for skills development, we will fund and give you one day per week study time to complete your qualification at L3 Administration, see here for more details. <https://www.hartld.co.uk/services/apprenticeships/business-administrator/>

Overview

Stand-by-me Bereavement Support (SBM) was established 11 years ago following a pilot project led by Hertfordshire Community NHS Trust and co-designed with young people. We promote the wellbeing of bereaved children/young people by providing emotional, practical, and psychological support to any child or young person under the age of 18. In 2023, we were awarded the Kings Award for voluntary service.

Approximately one young person in every school class will suffer a bereavement. Grief is a natural process, but there can be negative outcomes of grief which affect health, education and future life prospects. Our holistic programme of support includes group work; activity days; a Young Ambassador programme; a support line; and our schools programme, supporting teaching professionals with training, ongoing advice, support and guidance.

www.stand-by-me.org.uk

¹ Apprenticeship pay is age dependent, once qualified, we are a living wage employer. Please note due to the part-time hours, the apprenticeship will take approximately 18-21 months to complete.

The role

- **Service administration:** Provide administrative support to the Clinical Service Manager, Bereavement Support Manager and Marketing & Administration Manager to support the smooth delivery of the charity's services and activities.
- **Young Ambassadors (YA) Programme.** Provide administrative and co-ordination support for the Young Ambassadors Programme, working with the designated Young Ambassador Lead.
- **Record keeping & Reporting:** Maintain accurate records on CRM databases, track expenditure, collect and collate feedback data from each event we run and prepare reports using templates or spreadsheets provided.
- **Be an ambassador:** Represent the charity when required.

Key Skills & Requirements

People skills

- **Communication:** Excellent verbal and written communication skills to build and maintain relationships with anyone you come into contact with.

Administration skills

- **Organisation:** Ability to manage multiple tasks simultaneously and meet specific targets under pressure.
- **Numerate:** Able to collate and input data
- **Literate:** Professional writing skills to support good communication
- **Attention to Detail:** Excellent attention to detail and accuracy when entering, checking and maintaining information, records and documentation.
- **IT & Administration:** Basic understanding of Microsoft Office and a willingness to learn and use CRM databases, online portals and other systems required for the role.
- **Confidentiality:** Able to handle confidential and sensitive information appropriately.

Passion

- **Mission Driven:** A strong passion and commitment to Stand-by-me's mission and to supporting bereaved children, young people and their families.
- **Target Driven:** Able to meet deadlines

To Apply, simply write a short letter telling us why you think you would be a great fit for the role and email it to hello@stand-by-me.org.uk.

Closing Date for Applications – Friday 2nd October.