



## Office Administrator

Full-time – 35 hours per week





A message from Lisa Turan our CEO

Here at the Child Brain Injury Trust we are committed to providing the very best service to the families we support, the professionals we work with and the people that support us. We are passionate about our team and completely in awe of what they do on a day to day basis to enable families affected by childhood acquired brain injury to reach their potential.

By reading this, I will presume that you have an interest in working with us and being part of our amazing team. As rewarding as our work is, it can sometimes be really challenging. We are in a very privileged position to work with families at a time in their lives when they need support and are often very vulnerable.

As an employer, we want each and every member of our team to have a positive experience whilst working with us and we want the working environment to be supportive, empathetic, and as you would expect, resilient. Our work is needed, it is in high demand and it is not often visible.... Just like brain injury.

As well as having the appropriate skills and experience needed to carry out our work, we are also very much 'values' led, and look to work with individuals who share our values. This means that our approach and attitude towards our work is as important as the work itself. Above all the 'integrity' we have enables us to continue to lead the way and for us to remain the largest UK charity providing non-clinical support to families affected by acquired brain injury.

I am delighted to be able to present the vacancy below and to provide you with the information you need to help you decide whether to apply or not. We welcome your feedback and look forward to meeting you if you are successful with your application.

### **What makes a good application?**

You need to stand out from the crowd. What we are looking for is for you to tell us how you meet the criteria and why you would make the perfect candidate for the position and our charity. Please read through the Person Specification carefully and address each point of the criteria in your application.

Do not assume that we can work out what you have done from a job title, so please be clear about why you feel you meet the criteria and what you have done so far in your career that demonstrates this.

If you have any queries regarding the post, please contact Stephanie Bremner by email initially at [stephaniebremner@cbituk.org](mailto:stephaniebremner@cbituk.org) to arrange a time to chat.

Thank you for your interest in this post, and we look forward to receiving your application.

Lisa Turan

Chief Executive



### Administrator

To find out more about the work of the Child Brain Injury Trust, applicants are asked to visit our website at [www.childbraininjurytrust.org.uk](http://www.childbraininjurytrust.org.uk)

Please note that we send all our correspondence by email to save on postage costs.

Application deadline	Shortlisting notification date	Interview date
29 <sup>th</sup> April 2021	30 <sup>th</sup> April	10 <sup>th</sup> May 2021

### How to apply

Please email your completed application form to [office@cbituk.org](mailto:office@cbituk.org) or, if not possible, via post to:

HR Department

Child Brain Injury Trust

3 Field View

Baynards Green Farm Trading Estate

Near Bicester

Oxfordshire

OX27 7SR

Please mark your application “Private & Confidential” and **ensure that your postal application arrives by the closing date of Thursday 29<sup>th</sup> April 2021.**

### Office Administrator

It is not intended to be comprehensive but is designed to give enough detail to enable applicants to have a good understanding of the job and to assess their suitability.

Should you wish to have an informal discussion about the post please contact:

Name: Stephanie Bremner

Job Title: Head of Finance, HR and Administration

Email: [stephaniebremner@cbituk.org](mailto:stephaniebremner@cbituk.org)

**Unfortunately, we cannot contact those who have not been shortlisted so if you have not heard from us by this date, please assume you have not been successful on this occasion**

## **BACKGROUND INFORMATION ABOUT THE CHILD BRAIN INJURY TRUST**

The Child Brain Injury Trust was originally set up by a group of medical professionals in 1991. The organisation has evolved over the years and has become the leading UK organisation supporting families and professionals affected by childhood acquired brain injury. Working in consultation and collaboration with families and professionals, the charity aims to ensure families are able to access the support they need, when they need it.

An acquired brain injury is an injury to the brain that has happened after birth and after a period of normal development. It is not something that families can plan for or are likely to expect, but the truth is that it may change lives forever. Acquired brain injury may affect how a person thinks, feels and responds to situations but will not always affect a person physically. For this reason, it is often referred to as a hidden disability.

Approximately 40,000 children acquire a brain injury every year, yet little is known about this high incidence disability. As a result, families often find themselves struggling to have their child's needs met. Leaving hospital and returning to education is often a good sign that things are better, and to some extents and purposes, this is true. The reality however is that children by their very nature are in a constant state of development and change, meaning that needs are likely to change and emerge over time as the young person develops. Added to this is the fact that teenage years are when most young people begin to fine tune skills such as independence and the ability to plan their life. As a result, difficulties in these areas can become much more obvious, particularly as adult support lessens.

The amount of information a parent or carer receives about their child's brain injury will depend on where they live, which hospital their child was admitted to, how much professionals knew, and what parents have discovered for themselves. Information should not be dependent on all these things – it should be provided to parents regardless, however appropriate to the situation.

The Child Brain Injury Trust has two regional offices in the UK, namely Oxfordshire (Head Office) and Belfast, and currently employs 28 members of staff. Work is funded from a number of sources, including Trusts, Service Level Agreements with statutory services, and supporter fundraising.

More information about the Child Brain Injury Trust can be found at  
[www.childbraininjurytrust.org.uk](http://www.childbraininjurytrust.org.uk)

## INFORMATION AND GUIDANCE NOTES FOR APPLICANTS

Please read these notes to assist you in your application.

### Job Description

This gives you a basic summary and details of what the role entails. Read this carefully as this will assist you to complete the application form.

### Person Specification

This is a list of the skills and attributes that the Child Brain Injury Trust is looking for in a person. It is essential that you demonstrate these skills in your application form and covering letter. Short listing candidates for interview will be based on how well candidates demonstrate that they meet the Person Specification. Any candidates that do not demonstrate how they meet these criteria are unlikely to be shortlisted.

<b>Invitation for Interview</b>	All applicants will be notified in writing via email as to whether they have been shortlisted for interview
<b>Hours of Work</b>	The role is full time, 35hours per week. Due to the nature of our work, staff are sometimes required to be flexible in terms of when these hours are worked, and there will be occasions when staff may work additional hours or weekends in fulfilment of their roles.
<b>Induction</b>	All staff will undergo a period of induction once employment commences of a minimum of 4 weeks.
<b>Probation</b>	All new employees are required to complete a satisfactory 6-month probationary period. During this time, progress against objectives defined by the person specification and milestones will be measure and staff will be expected to demonstrate their performance and competency within these areas.
<b>Annual Leave</b>	Annual leave is currently provided at 25 days a year (pro rata for part-time posts). Leave runs April to March. In addition to this, staff are entitled to full pay for all public and bank holidays and given additional time off between Christmas and New Year as the office is closed.
<b>Sickness/Absenteeism</b>	During a new employee's probationary period, sickness and absence, other than any authorised leave, will be paid as SSP (statutory sick pay), and not provided until the fourth consecutive day of absence.
<b>Pension</b>	New staff are enrolled on Auto Enrolment pension scheme and full details will be provided upon appointment.
<b>Mileage Allowance</b>	Employees are reimbursed when required to use their own vehicles for official business. Employees are required to be insured for business use if using their own car. If appointed, you will be required to produce your driving licence and evidence of appropriate insurance. All information will be provided within the travel and expenses policy.
<b>Relocation Expenses</b>	The Child Brain Injury Trust regrets that it cannot provide relocation expenses to staff.

<b>Maternity Leave</b>	All female employees are entitled to basic maternity leave of 26 weeks, subject to 26 weeks of continuous service at the expected week of confinement (EWC).
<b>Paternity Leave</b>	The Child Brain Injury Trust pays one week at full pay, followed by one week at SPP (Statutory Paternity Pay), subject to 26 weeks continuous service at the expected week of confinement (EWC).
<b>No Smoking Policy</b>	The Child Brain Injury Trust operates a smoke free policy. The policy only relates to an employee's own vehicle if it is being used to transport colleagues and/or service users.

## Office Administrator

**Closing date for applications: 5pm Thursday 29<sup>th</sup> April 2021**

Full time (35 hours per week Monday to Friday)

£20,000 pa

### The Job:

The Administrator will be office based within the Child Brain Injury Trust Head Office near Bicester, Oxfordshire. The purpose of the role is to provide administrative support for all departments including HR, Fundraising, Information and Learning, and general office support. Liaising with internal and external stakeholders.

The role is a core part of the support service the charity provides to the team, families, and professionals. The scope of the role is to help expand and develop the reach of the charity across different products and activities.

You will need to be organised and have a methodical approach, have a good eye for detail and excellent team player. The successful candidate will have:

- Good understanding of administration practice and requirements.
- Ability to effectively liaise with internal and external contacts.
- An ability to manage their own time with minimal supervision.
- Excellent verbal and written communications skills.
- Excellent IT skills.

### The Benefits:

The charity is an equal opportunities employer and has flexible working practices:

- A generous annual leave entitlement (25 days per year plus bank holidays)
- Closed between Christmas and New Year
- Workplace pension scheme
- Employee Assistance Programme (Health and wellbeing advice & much more)



## Job Description

**Based at:** Head Office, Nr Bicester, Oxfordshire

**Reporting to:** Head of Finance, HR & Administration

**Scope of Job:** The list below is an indication of the type of activities the role covers:

1. Reception duties
2. Office administration
3. HR administration
4. Support to the Chief Executive and staff
5. IT support and phone systems maintenance
6. Administration of Document Control Register
7. Administration of family events
8. Health and Safety administration
9. Contract management and office maintenance
10. Team Working

**Values:** CBIT is a values-based organisation, and we work with **integrity** at all times. Our work involves supporting families who are affected by acquired brain injury and as such, our support is sometimes the only positive aspect of a family's life when we are working with them. Therefore, we promote a **professional, and compassionate** approach to our work internally and externally.

### Tasks and Responsibilities

#### 1. Reception duties

1. To undertake office reception duties, both in person, email and on the telephone, including taking messages for other staff.
2. To ensure the incoming post is opened and logged, actioned, and filed as appropriate.
3. Ensure the outgoing post is 'franked' and taken to franking post box or courier arranged.
4. Management of meeting room bookings and facilities.

#### 2. Office administration

1. To undertake general office duties, for example (not exclusively):
  - a. e-mail management (office@ and own email).
  - b. monitoring stocks of basic items, for example stationery, Office supplies.
  - c. ordering stationery, equipment and other items, check delivery notes and liaising and negotiating with suppliers.
  - d. photocopying and collating papers for mailings and meetings.
  - e. To operate manual and computerised office systems, for example regularly filing documents correctly.
  - f. To update and improve the office filing system both manual and computer.

### **3. HR Administration**

1. Provide administrative support to Head of Finance, HR and Administration with HR communications and maintenance and updating the HR online HRM (BrightHR).
2. Support HFHA in the administration of the yearly DSE and the collating of other employee details required annually.

### **4. Support to Chief Executive and staff**

1. Provide the Chief Executive with secretarial support including diary management, meeting coordination, note taking, preparation of presentations, reports, and general admin when required.
2. Coordinate and arrange lunch and refreshments for trustee and other meetings.
3. Provide assistance to the whole team with administrative support such as mail outs.
4. To arrange travel and hotel bookings for the team as required.

### **5. IT support and Phone systems maintenance**

1. Provide light touch IT support to the staff team (liaise with external IT support company).
2. Arrange for the configuration of new laptops, liaising with the external IT support company.
3. To help set up IT equipment & Mobile Phones.
4. Horizon maintenance (phone system) – update call diverts, hunt groups, phone book, answering phone service.

### **6. Administration of Document Control Register (DCR)**

1. Ensure that all new Documents are allocated a DCR number and recorded on DCR.
2. Responsible for the ongoing maintenance of DCR.
3. Routinely check DCR for any Documents that are due for review and liaise with Document owner to revise/update and process all amendments.
4. Advise document owners of any discrepancies or issues in respect of DCR and individual documents.

### **7. Administration of Family Events**

1. Request the booking form and risk assessment for the events, as per the family event schedule.
2. Coordinate the approval of the event.
3. Prepare the campaign on salesforce with the list of invitees.
4. Support the ABI Coordinator with the communication of invites.
5. Keep the salesforce campaign member status up to date.
6. Coordinate with marketing the event details.
7. Update the attendees and no shows on the Salesforce campaign after the event.

### **8. Health and safety**

1. Support Head of Finance, HR and administration to ensure all health and safety policies are up to date and displayed accordingly.
2. Responsible for H&S administration.
3. Ensure office cleaning rota is enacted on.
4. Help to keep the office clean and tidy including putting deliveries away and removing packaging.



5. Manage online H&S portal, complete checks as and when required, report issues and arrange to be fixed/completed, input incident reports, ensure first aid kits are up to date, and check fire alarms.

#### **9. Contract Management & office maintenance**

1. Liaise with utilities and suppliers to arrange and negotiate the most cost-effective contracts.
2. Ensure maintenance contracts with suppliers are managed appropriately.
3. Ensure the office is in working order – reporting any issues to landlords.

#### **10. Team Working**

1. Undertake full induction programme on commencement of role.
2. Work co-operatively with other members of the charity's team to deliver agreed objectives.
3. Attend and participate in meetings, including staff meetings, as required.
4. Attend relevant meetings and provide regular briefings and work reports to the CEO if required and be administratively self-servicing.
5. Attend training as necessary to meet changing needs, new technology developments and service requirements.
6. Positively represent and promote the charity to external agencies.
7. To ensure confidentiality on all appropriate matters and recognise that any breach of this confidentiality will be treated seriously.
8. Undertake any other tasks that are appropriate to the post and which reflect the needs of the organisation, to be negotiated by the post holder, and CEO.

#### **Budget responsibility**

The post holder will not be a budget holder.

#### **COVID-19:**

**Currently we are operating under safe COVID -19 arrangements and follow government guidelines so that we can deliver an effective service. We have implemented safe working environments with sanitation points throughout our office. We have limited the number of staff who can work in the office throughout the week and are constantly reviewing our risk assessments.**

## Person Specification

		Evidence obtained from:		
	Essential/ Desirable	Application Form	Interview	Presentation
<b>Knowledge &amp; Experience</b>				
Educated to minimum of A Level/College qualifications	Essential	✓		
Demonstratable knowledge and experience of Microsoft office including Outlook, Word, Excel, PowerPoint, Office 365 SharePoint, and Teams	Essential	✓	✓	
Good understanding of administration practice and requirements	Essential	✓	✓	
Experience of communicating with others in a commercial and charity capacity	Essential	✓	✓	
<b>Skills</b>				
Proactive, self-motivated, and able to work with minimum supervision	Essential	✓	✓	
Attention to detail and analytical on all aspects of work	Essential	✓	✓	
Excellent verbal and written communication skills	Essential	✓	✓	
Ability to effectively liaise with internal and external stakeholders	Essential	✓	✓	
Ability to easily work as part of a team, assisting others when required	Essential	✓	✓	
Creative approach to problem solving and finding solutions to challenges	Essential	✓	✓	
Excellent administration and IT skills	Essential	✓	✓	
Organised and methodical approach to workload – prioritising tasks	Essential	✓	✓	
Proven ability to manage a number of different projects at the same time	Essential	✓	✓	

<b>Attributes</b>				
Committed to ensuring the Child Brain Injury Trust is the organisation to which people turn regarding childhood acquired brain injury.	Essential		✓	
Flexible “can-do” approach to ensuring excellent “customer” support	Essential	✓	✓	
Empathetic, sensitive and approachable towards work and stakeholders	Essential	✓	✓	
High levels of integrity	Essential	✓	✓	
Resilient and able to cope with a changing workload	Essential	✓	✓	
<b>Practical Circumstances</b>				
Able to work at the office (no public transport available as office is in a rural setting)	Essential	✓		