



Sheffield
Futures

Applicant pack: Administrator



Let's do better
for Sheffield's
young people

About us

Sheffield Futures exists to support young people to feel well, have a voice and get into the training, education or work that's right for them.

As you would expect, young people are central to all we do. Whether we are working with other organisations like schools or GP surgeries, planning events at our premises in Star House, seeking funding and even recruiting staff we aim to have a positive impact for young people. That means involving young people wherever possible and ensuring that we listen and give a voice to young people in Sheffield.

All of our services and projects seek to work with young people and adults to have a demonstrable impact against one or more of our goals:

- What we do is clear to those who work for us, with us, use us and fund us
- Our support is developed to include more people who need our help
- We use what we have – our influence, our buildings and our money - responsibly and well
- We are the kind of employer people want to work for

Guiding us are four main values that drive our planning, our work and our growth:



Empowering – We deliver services to bring about measurable impact on the lives of those who need us, advocating for those that have no voice of their own and building their confidence to make positive life choices



Inclusive – We respect the rights, differences and dignity of others, offering a safe, responsive environment for those who work with us and for us



Collaborative – We work in partnership with organisations and individuals to influence local policies; campaign for those we work with; and make sure that the voice of the people that use our service is at the heart of everything we do.



Expert – Using local data and evidence, we understand what we need to do, how to do it and when to improve. We have high standards and expectations of ourselves to do a great job.

You can find out more about our work and the impact we have already had on our website [Homepage - Sheffield Futures](#)

About the role

Star House is the home of and is owned by Sheffield Futures, a renowned local charity supporting young people to feel well, have a voice, and get into the training, education of work that's right for them. It also serves as a base for other likeminded charities and CICs, via both permanent tenancies and room hires.

Our Reception & Administration team provide vital support for all aspects of our charitable work, both as the first point of contact for visitors, staff and tenants at Star House, and as the administrative heartbeat of our organisation. The role is a blend of customer service and administrative tasks and involves being based behind the reception desk on the ground floor of Star House.

Working for Sheffield Futures

The Sheffield Futures team is united by a commitment to young people. From Counsellors to Reception, from Youth Workers to Accounts each of us work to support young people.

Our culture balances professionalism with friendliness – and making sure that we also have time for fun! In line with our organisational values we look to work closely together, sharing expertise and working hard to achieve our goals.

The diversity of our team is hugely important to us, bringing different ideas and perspectives that better help us to support young people.

We're also a learning organisation. Continuous professional & personal development is supported & encouraged. We seek to identify ways to improve and keep moving forward.

Our employee benefits include:

✓ 25 days holiday plus bank holidays (pro rata if part time), rising to 30 days plus Bank Holidays after five years' service

Life Assurance associated with your pension

✓ Employee Assistance Programme

Flexible working: many roles are eligible for flexible working, so staff can adjust the time they start

✓ and finish work to manage work and personal commitments.

Hybrid working: many roles are suitable for hybrid working, meaning staff can work from Star House

✓ and from home. Client-facing staff work in various locations across the city (such as schools and GP surgeries).

Local Sheffield discounts.

✓ Wellbeing benefits: access to Westfield Health; Cycle to Work Scheme; Gym Membership Discount Scheme; free eye test and flu vaccination vouchers

We are proud to be a Disability Confident employer, a Living Wage employer and Mindful Employer.



Job Description

Job Title:	Administrator
Band and salary:	Band 1, £23,151 per annum, pro rata (£9,260.40 actual)
Department/Site Location:	Star House, Sheffield City Centre
Report To:	Facilities and Tenancy Coordinator
Responsible for:	N/A
Version Date:	03.05.2024

Job summary:

The purpose of this role is to provide administrative and reception support for the work of the organisation. This will include:

- Welcoming visitors and those accessing services, for both Sheffield Futures and tenants, as part of an effective Reception Service at Star House
- Communicating and liaising with members of the public and representatives from different agencies and organisations
- Responding and redirecting contact via the telephone and email
- Accurate data inputting and recording activity
- Other general administrative, reception and facilities duties

Key Responsibilities:

Reception

- Respond to general enquiries and information requests (telephone, email and in-person), and signposting as appropriate
- Act as a first point of contact for those currently using our service, or those wishing to
- Provide a welcoming service for the clients of our tenants, including notifications of arrival
- Ensure good working practices are maintained in the building, ensuring all visitors have signed in and are provided with appropriate access while bearing in mind security and GDPR issues
- Undertake training and staff development in order to provide any necessary cover to maintain minimum admin staffing levels within Star House
- Ensure the front-of-house area is orderly, safe and welcoming

Administration

- Monitor the central Enquiries inbox as well as others, responding to general enquiries and updating records where required
- Assist with the management and maintenance of the internal room booking system
- Receive and distribute postal deliveries
- Carry out data inputting of referrals for services as required, including Door 43 inputting on a daily basis in preparation for weekly allocation meetings
- Gather extra information from clients and referrers to aid allocations process
- Communicate the outcome of allocation meetings to the referrer and client, and record the actions taken
- Book triage appointments for Door 43 clients and manage weekly drop-in appointments
- Support the Facilities & Tenancy Coordinator to ensure Star House is a safe, clean and welcoming environment
- Carry out other general admin duties as required and directed

General

- In carrying out their duties the post holder must promote equality of opportunity and take every opportunity to eliminate discrimination.
- The post holder is responsible for taking reasonable care with regard to him/her as well as for any colleagues or visitors who might be affected by any act or failure to act by the post holder in accordance with Health and Safety at Work.
- The post holder is required to carry out their duties and responsibilities at all times with adherence to Sheffield Futures policies and procedures, in particular those relating to equality and diversity, dignity and respect, Safeguarding and Health and Safety.
- Ensure confidentiality around service users, staff and volunteers is maintained at all times.
- Whilst this post is based at a specified location there may be a requirement on occasion to work at other locations as determined by the duties of the post.
- While this role typically has set hours, there may be a requirement for working outside of these as requested and directed by the organisation.
- This job description is not inflexible. It is an outline and account of the main duties of the post at the time of writing and does not form part of the contract of employment.

All staff are expected to:

- promote equality of opportunity and take every opportunity to eliminate discrimination in their work.
- take reasonable care regarding themselves and any colleagues or visitors who may be affected by any act or failure to act by the post holder in accordance with Health and Safety legislation.
- Ensure that confidentiality around service users and staff members is maintained at all times.
- Attend, from time to time, training courses, conferences, and other meetings.

Person Specification – Administrator

The person specification sets out experience and skills that are needed for the post.

Assessment stages for each of the criteria is indicated below.

A = application stage, T = task, I = interview stage.

	Essential	Desirable
Qualifications/Training	<ul style="list-style-type: none"> Educated to GCSE standard or equivalent / proven ability (literacy and numeracy) (A) 	<ul style="list-style-type: none"> Administrative or IT qualification (A)
Experience/skills/ specialist knowledge	<ul style="list-style-type: none"> Previous experience of working in an administration role/reception desk (A, I) Experience and skills in the use of Microsoft Office – particularly Word and Excel (A, I) Ability to handle sensitive and confidential information in accordance with policies (I) A good knowledge of customer service principles and practices (I) Previous experience of working in a team (A, I) Experience of communicating face to face and over the telephone with the general public in busy situations (A, I) 	<ul style="list-style-type: none"> An understanding of the work of Sheffield Futures (I) An understanding of GDPR/Data Protection requirements (A) Previous experience of data entry (A)

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	Essential	Desirable
Special Aptitudes/Ability	<ul style="list-style-type: none">• Ability to prioritise work and deal with conflicting priorities (I)• Excellent customer service skills (A, I)• Ability to promote Sheffield Futures in a positive light to internal and external customers, young people and colleagues (I)• Ability to communicate and liaise with representatives of different agencies, departments and disciplines (I)• Ability to work on own initiative and as part of a team (I)• Ability to listen, gather information and communicate appropriately face to face and over the telephone in a professional, courteous and confident manner (I)• Friendly, approachable and non-judgemental manner (I)• The ability to stay calm in with challenging situations (I)	

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	Essential	Desirable
	<ul style="list-style-type: none">Proactive and supportive to colleagues (I)	