



# St Basils

## Service Administrator - Leamington Spa

Applicant Information Pack

Closing Date: Tuesday 4<sup>th</sup> February 2020

Interview Date: TBC



St Basils  
Psychologically  
Informed  
Environments





## Our Mission

St Basils *works* with young people to:

- Enable them to find and keep a home
- Develop their confidence, skills and opportunities
- Prevent youth homelessness

## Our Vision

Our vision for all young people is that:

- Homelessness is not part of their experience of growing up
- There are integrated education, employment and housing pathways
- They are able to access the support and development opportunities they need to secure their futures and realise their potential

Our vision for St Basils is that:

- By 2022 we will be the leading provider of accommodation, support and psychologically informed services for young people across the West Midlands.
- Our service developments will include:
  - Increasing our bed spaces outside Birmingham and growing our services in new areas
  - a nationally renowned centre of excellence for young people with complex needs
  - extending our service offer to Care Leavers
  - additional Live and Work schemes for young people engaged in education, training and work
- We will be the national lead for:
  - Psychologically informed consultancy, training and reflective practice services
  - Youth Voice engagement and support

## ABOUT US

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St Basils works with young people aged 16–25 who are homeless or at risk of homelessness, helping over 5000 young people per year across the West Midlands region with specific services in Birmingham, Sandwell, Solihull, Walsall, Warwickshire, Worcestershire, the Wyre Forest and Coventry.

Every year over 1200 young people are housed in our 33 supported accommodation schemes, which for some young people includes their young children as well. We have a range of prevention, accommodation and support services to help young people regain the stability they need to rebuild their lives, gain skills, training and employment and move on. The aim is to help them successfully break the 'cycle of homelessness' so that they can go on to experience a bright, fulfilling future and never return to a state where they are at risk of homelessness again.

St Basils also works with young people and partners on a national basis (funded separately). We facilitate the National Youth Reference Group and the Youth Homeless Parliament, we are part of the national End Youth Homelessness Alliance and we are working to roll out our 'Positive Pathway' model nationwide.

### HERE ARE THE LATEST STATS ON OUR SERVICES:

During April 2017 - March 2018:

**4570**

young people were provided with advice and support services

**89%**

prevented from being homeless

**1577**

were housed by St Basils. 91% moved on in planned positive way

**187**

young people and their families were supported by our family mediation service which aims to prevent youth homelessness; 82% of those young people were able to return to or remain in the family home as a result

**99%**

of young people surveyed said they were satisfied with St Basils' Landlord Services

**98%**

surveyed said they were satisfied with our support services

*"You often hear the phrase that Birmingham is Britain's second city but in my view we should be proud of the fact you are Britain's first city when it comes to care for vulnerable homeless young people". "No-one else is doing it as well as St Basils." – HRH The Duke of Cambridge*

On behalf of St Basils, may I take this opportunity to thank you for your interest in working with us.

You are looking to join us at a very exciting time in our development - St Basils has grown and developed services in response to ever changing needs and a better understanding of what works. This is a continuing dynamic process and we are the largest organisation of our kind. Our focus is on young people and our first principle is 'young people first', closely followed by 'everybody counts'. Each of us is expected to live up to those and our five other key principles and to make our contribution in delivering and improving our services.



Here at St Basils, we are a multi-talented, diverse team. We are proud of our diversity and are keen to nurture our broad range of skills and talents within a framework of principles, which will inform our judgments. We have expectations and hopes that if you are successful, you will give of your best and commit to continuous improvement for yourself and the agency. In return, we will do our best to provide a fair and developmental working environment.

We want to ensure that if you are successful, you settle into St Basils and your new role as quickly as possible - you will have a specific and important part to play in ensuring that the agency achieves its business goals. You will be joining an organisation with a real opportunity to make a difference to the lives of our young people!

I hope that you find this information pack informative and helpful throughout the application process.

Yours Sincerely,

Mrs Jean Templeton  
Chief Executive - St Basils

## JOB DESCRIPTION AND PERSON SPECIFICATION - *Service Administrator*

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JOB TITLE	Service Administrator
REPORTS TO	Service Manager
HOURS	18.75 Hours Per Week (Pert Time)
SALARY	Scale 4 Point 19–21, £18,135- £19,260 per annum pro rata
BASED FROM	Warwickshire South

### PURPOSE OF THE ROLE

To provide an effective and efficient administrative service to the Accommodation Service.

### PRIMARY RESPONSIBILITIES

#### MAIN DUTIES

- To answer the telephone and respond to requests and/or take messages.
- To assist and support in the preparation of grants and bids, along with the presentation and submission of applications.
- To compile and produce statistical data, returns and information for internal and external audiences.
- To efficiently utilise a variety of software packages (including Microsoft office) in order to provide the highest quality reports to the Service Manager, Team Leader and the Performance Hub.
- To provide support in the preparation of standard reports to committees.
- To administer meetings, including the preparation of agenda and papers and to take minutes of the meetings.
- To organize events such as briefings on request, which includes venue arrangements, setting up venue, hosting, invitations, organisation and preparation of all catering requirements, welcoming all attendees and also any presentations required.
- To provide secretarial support to the Service Manager and the Team Leader including maintaining a diary and booked appointments.
- To carry out audit checks on relevant stationary and equipment in order to maintain an appropriate amount of stock.
- Dealing with customer feedback, including receiving and providing feedback forms, recording the data and compiling reports monthly.
- Complete incident/accident reports.
- Set up and maintain filing and archiving systems as appropriate to keep all paperwork up to date.
- Collate and record timesheets for the Triage team.
- Assist with the rota for the Triage team.
- Administer daysavers and food bank vouchers, keeping a record in order to be able to provide reports.
- Administer and keep record of petty cash.



GENERAL	<ul style="list-style-type: none"> <li>• St Basils is a Psychologically Informed Environment (PIE). PIE is an approach to supporting people out of homelessness, particularly those that have experienced complex trauma. St Basils provides a programme of PIE training and reflective practice to help staff understand the behaviours of the young people that we work with and help staff to work more creatively and constructively with challenging behaviours. You should actively engage with St Basils PIE programme and all events and activities that you are required to attend.</li> <li>• It is expected that the post holder will not pursue any other paid employment which would interfere with the proper discharge of their duties.</li> <li>• To share the duties of other members of the team who may be absent</li> <li>• To undertake any duties deemed necessary by the line manager</li> <li>• Report ICT and Maintenance issues to the necessary person</li> <li>• Keep all available information up-to-date and maintain a professional and tidy reception area.</li> </ul>
ESSENTIAL RECORD KEEPING	<ul style="list-style-type: none"> <li>• Ensure all information relating to services are accurate and up-to-date</li> <li>• Maintain accurate records of progress towards the achievement of agreed goals for service</li> <li>• Follow &amp; promote all policies and procedures at all times</li> </ul>
HEALTH & SAFETY	<ul style="list-style-type: none"> <li>• Follow &amp; promote all policies and procedures at all times</li> <li>• Ensure that Health &amp; Safety regulations are met and that Fire regulations, risk assessment and behavior management procedures are adhered to at all times</li> <li>• </li> </ul>
CONFIDENTIALITY	<ul style="list-style-type: none"> <li>• Confidentiality is of the utmost importance and must be maintained at all times</li> </ul>

## PERSON SPECIFICATION - *Service Administrator*

Qualifications	Essential	Desirable
English Language and Math' s to GCSE Grade C or above or equivalent qualifications	✓	
Role Experience	Essential	Desirable
Office experience / experience in working to deadlines	✓	
Experience of managing and analysing complex project statistical data	✓	
Knowledge	Essential	Desirable
Knowledge of and commitment to equal opportunities and anti-discriminatory practice	✓	
Skills	Essential	Desirable
Able to plan and organise own work.	✓	
Able to prioritise own work, reprioritising where necessary to ensure deadlines are met.	✓	
Able to carry out calculations and understand budgets.	✓	
Computer proficiency in Office and Outlook, including Word, PowerPoint, Excel and Database	✓	
Ability to write and create reports	✓	
Working knowledge of current IT and databases	✓	
Ability to communicate both verbally and non-verbally	✓	
Ability to work both alone and in a team	✓	
Motivation	Essential	Desirable
Commitment to ideas of the organisation	✓	
To have a positive and can do attitude	✓	
Commitment to task and to the ideas of the organisation	✓	
Self-Reliance	✓	
Stress tolerance	✓	
Shows consistent integrity, trust and fairness and embraces equality and diversity	✓	

### CONDITIONS OF EMPLOYMENT

Wherever you are initially based, it must be recognised that the company reserves the right, giving reasonable notice, to re-locate the post holder, dependent on the requirements of the organisation, at any time. All employees MUST abide by the Terms and Conditions as per their contract and Equal Opportunities & Diversity Policy document.

<b>HOURS OF WORK / LUNCH BREAK:</b>	18.75 per week, which excludes breaks. Evening / weekend work is required and will be compensated with time off in Lieu in negotiation with Line Manager.
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<b>HOLIDAYS:</b>	28 days per annum, plus 8 Statutory Bank holidays per annum, pro rata
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St Basils is dedicated to safeguarding all of our young people, and expects all staff and volunteers to share this dedication. Applicants must be able to undertake a DBS check and provide a satisfactory certificate if offered a role.