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JOB APPLICATION PACK

Assistant Administrator

August 2024

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NEW
HORIZON
YOUTH
CENTRE

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New Horizon Youth Centre

Assistant Administrator (AA003)

Job Application Pack, August 2024



Dear applicant,

Life is not linear. Nobody knows that better than the young people who come to New Horizon Youth Centre. While the thousands of stories they tell us every year are as different as they can be, one thing unites them: their current experiences of homelessness do not define them or where they will end up. Indeed, as one of the young members of our Women's Space told us, sometimes you have got to go through the darkness to get to the light.

During the last few years COVID, cost-of-living and housing crises have created challenges for us all, but young people have felt it particularly acutely. Youth homelessness is currently at unprecedented levels. In 2023, over 20,000 young people in London approached their council because they were, or were about to be, homeless.

To meet these rising levels of need, we are expanding our staff team, services and partnerships. By joining us, you will be part of ensuring New Horizon consistently and powerfully does what it does best: championing young people, collaborating for impact and being determined to find a way to holistically support every young person that comes through our doors.

Whilst making sure that basic needs are met and young people are safe, housed and able to focus on their future, it is also critical that we guarantee that young people, especially those experiencing homelessness who have been systemically denied a voice, are present in the creation of systems that will change and impact their lives for the better.

We are not afraid of being bold and thinking big in response to today's challenges; it requires us to grow our staff team, our collaborations, our funding and our campaigning to end youth homelessness. Staff wellbeing is a crucial part to this journey, along with ensuring that young people are with us every step of the way.

We know that far too many young people find themselves unhoused, unsupported and unsafe. Now is the time to right this wrong and ensure that every young Londoners' potential has a home.

We hope that you'll join us.

A handwritten signature in blue ink, appearing to read 'P. Kerry', followed by a large, stylized flourish.

Phil Kerry, Chief Executive

OUR STORY

London is a fantastic city to call home, but a central truth remains in the capital. Every year thousands of young people find themselves unhoused, unsupported and unsafe.

That's why New Horizon Youth Centre exists.

Founded in 1967 by Lord Longford to address the needs of young people who were homeless and misusing drugs in the West End of London, today New Horizon Youth Centre continues to be a vital support network for 16–24-year-olds with nowhere else to go.

Through the services we provide at our day centre, via outreach and remotely, our multidisciplinary team of over 60 staff support thousands of young people experiencing homelessness in London to find safety, improve their wellbeing, develop skills for life and ultimately find somewhere that they can call home.

“For as long as young people are homeless and unsafe in London, we will be on a mission to give their potential a home”

For more info about our impact, [please take a look at our latest impact report](#).



COMMITMENT TO EQUITY, DIVERSITY & INCLUSION

New Horizon Youth Centre is committed to recognising and valuing difference and ensuring fairness and equity; and recognising and seeking to redress inequity and disadvantage wherever possible. We have an ongoing action plan to improve our Equity, Diversity and Inclusion (EDI) practices, which every member of our organisation has a role in contributing to.

As a service provider to young people facing homelessness and who are unsafe, we aim to be an empowering, supportive employer and to offer as much flexibility as possible to help each individual realise their full potential as users of New Horizon Youth Centre and as employees. We believe that this approach is key and central to promoting and developing diversity.

We recognise that true diversity in our community and within the staff group also involves a willingness to act, where necessary, by combating the effects of existing barriers to fair and equal treatment. Within society certain groups are unfairly discriminated against – for example on the grounds of race, gender or gender identity, disability, sexuality, age and class - and are, as a result, disadvantaged in terms of their access to services and employment. We will, where appropriate and where possible, seek to positively redress the effects of this discrimination. Any action we take will be legally compliant and consistent with our approach of making young people and staff feel valued and respected.

We recognise that many people have suffered disadvantage and barriers to progress for all kinds of reasons related to them as an individual and not because of their personal characteristics such as homelessness, employment, economic or domestic circumstances, or involvement with the justice system. For this reason, our commitment to diversity includes being supportive, positive and open minded.

We encourage applications from all backgrounds in respect of ethnicity, disability, gender, sexuality, religion, and socio-economic backgrounds.

New Horizon Youth Centre is deeply committed to inclusive working practices, so during the application process we commit to:

- Reimbursing any childcare and other care costs whilst you are attending interviews.
- Reimbursing your travel costs to the office and back for interviews.
- Making any reasonable adjustments – for example ensuring we have a sign language interpreter organised in advance if you would like them.
- Offering a guaranteed first stage interview for disabled candidates who meet the minimum requirements for the role.

If there is anything else you are concerned about or think we could provide, please let us know.

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**OUR WORK IS GUIDED BY THREE
VALUES:**

We champion young people



We collaborate for impact



We are determined to find a way



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STRATEGIC OBJECTIVES:

Through 2022 – 2025 New Horizon Youth Centre will focus on:

1. Delivering high quality, trauma-informed services for any young person that needs our support

- **Refocusing our services around four key outcomes areas** (Housing, Safety, Life-skills, and Health) to help us specialise further and grow our impact.
- **Redefining the welcomes into our services** so that we can build trust and ensure young people get the support they want and move on.
- Creating a **brand-new health offer and optimising the scale of our housing offer** to address these continued areas of significant need.

2. Working with and through others to optimise our offer and maximise our impact.

- Continuing to **invest in the London Youth Gateway youth homelessness partnership**, scaling its reach and finding more ways to collaborate.
- **Revitalising our centre as a hub** that provides both drop-in and specialist services via our team and a network of committed partners that share our values.
- More deliberately **sharing best practice with partners and statutory agencies** so that more professionals are equipped with the skills and knowledge to help.

3. Saying what others won't say and do what other won't do to ensure that no single young person misses out, even the young people we will never meet.

- **Prioritising services where needs exist without solutions**, working with others to innovate and bring these issues to public attention.
- **Redoubling our policy work and building our evidence** to put 'grit in the system' and ensure that the issues affecting young people are understood and acted upon.
- Working with young people to **reframe the narrative around youth homelessness**, ensuring that they have the right platform to campaign for change.

And importantly will continue to focus on:

4. Sustaining a well-run organisation that invests in staff and celebrates the diversity that makes us a success

- **Making good on our commitment to be anti-racist**, embedding diversity across our work and practice.
- **Renewing our staff care and investing in our technology and facilities** so that the team have the practical and emotional support they need to thrive.
- **Setting ambitious goals for our fundraising** so that we have the resources and financial security to be ruthless in the pursuit of our mission.

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***“New Horizon.
It might not be your home.
They might not be your parents.
They might not be your family.
But they want you to win in this
world.”***

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NEW HORIZON YOUTH CENTRE

JOB DESCRIPTION – Assistant Administrator

Reporting to: Finance and Resources Manager

Role Overview:

Over the last year, the organisation has grown significantly to a team of 70 staff. To enable us to achieve our mission to give all young people a home, we are committed to growing and improving our front and back-office functions. This role will be adding capacity to our Admin Team, supporting the organisation with increased demand around administrative and financial tasks.

Role Objectives:

The key objective of this post is to work within the Admin team to facilitate smooth and efficient support throughout the organisation. This role will focus on handling organisational purchase ledger and working closely with Office Administrator (finance lead) to ensure that all end-to-end purchase ledger tasks are met, as well as supporting Office Administrator (resources lead) offering building and maintenance support where necessary.

MAIN TASKS AND RESPONSIBILITIES

Admin and General Support:

To provide a welcoming, reliable response to NHYC clients, external stakeholders, and staff; to provide administrative support throughout the organisation. This will include:

1. Work within the Admin team to maintain general office systems and administration.
2. Answer the telephone and ensure messages are passed to the relevant person.
3. Reply to emails, forwarding to appropriate staff and updating progress of work.
4. Liaise with any external enquires related to processed orders or disputed invoices.
5. Input data onto existing database systems and upkeep of established office systems including filing adhering to GDPR legislation.
6. Assist in managing internal room booking systems and external room hire enquiries. Support with setting up for meetings, training and events.
7. Undertake any other related tasks as required by the Director of Operations, CEO, or Leadership Team.

Financial:

To assist in the management of NHYC finance systems including basic bookkeeping and maintaining purchase and payables systems. This will include:

1. Review all invoices and staff expenses ensuring that all back-up

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documentation and authorisations are in place and budgeting information received.

2. Maintain accurate payables and petty cash systems, ensuring that all received invoices and petty cash claims are coded correctly.
3. Assist in compiling weekly BACS payments ensuring that all outstanding invoices are correctly identified for payment.
4. Reconcile supplies statements to ensure that the ledger is up to date, accurate, and any discrepancies addressed.
5. Process emergency accommodation bookings for young people and any other young people purchases as instructed by budget holders.
6. Adhere to all financial procedures and authorisation systems in place.

Building and technology

1. Support Office Administrator (resources lead) with arranging for any ad-hoc repairs around the building and reporting any Health and Safety concerns.
2. Undertake regular fire tests and centre drills.
3. Provide support during annual external Cyber Security Assessment.
4. Support staff with IT access, equipment and liaising with our external IT provider when required.

Reviewing Personal Performance and Development Needs

To be proactive in reviewing and evaluating own performance and identifying and acting upon areas for improvement. This will include:

1. Reviewing and evaluating own performance to identify strengths and areas for development.
2. Undertaking development and training opportunities and being responsible for obtaining maximum benefit through review, reflection, and practice.

Other

To contribute positively and constructively to the development of the team, the service, and the Centre. This will include:

1. Covering for other members of the team as necessary.
2. Following NHYC's policies, procedures, and performance expectations in all functions of the post.
3. Undertaking, as required, any other duties compatible with the level and nature of the post and/or reasonably required by the Director of

Operations or CEO.

PERSON SPECIFICATION

We are looking for an individual who can demonstrate the following competencies and want to use these to the full in their work.

QUALIFICATIONS, EXPERIENCE AND TRACK RECORD

1. Experience of using financial systems and producing excel based analysis. (E)
2. Experience of using IT systems to support the achievement of personal and collective work goals. (E)
3. Experience working with Sage Line 50 and QuickBooks or any similar programs. (D)
4. Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook). (E)

KNOWLEDGE AND SKILLS

5. Excellent verbal and written communication skills and the ability to deal tactfully, sensitively, and confidentially with a wide range of individuals. (E)
6. Strong numerical skills and attention to detail. (E)
7. Excellent organisational and time management skills, ability to manage a busy schedule and often conflicting deadlines. (E)
8. Experience of working as part of the team as well as using own initiative (E)
9. Willingness to learn and progress within financial area of work. (E)
10. Confidence in answering external phone calls and directing them to relevant teams. (D)
11. Ability to interact professionally with colleagues, young people and external contractors. (E)
12. Experience in basic IT troubleshooting and willingness to support colleagues around such issues. (E)

Additional Job Requirements

13. Willingness and ability to work outside of normal hours on occasion (within New Horizon's flexible working arrangements) including some work over the Christmas period. (E)
14. Willingness to work flexibly in response to changing organisational requirements. (E)

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ADDITIONAL INFORMATION

Location:

The post is based at: New Horizon Youth Centre, 68 Chalton Street, London, NW1 1JR.

Hours of work:

The role is full-time, 35 hours per week Monday to Friday. Some work over the Christmas period will also be required.

Pay:

The starting salary for the role is £27,144 (pro rata). The salary scale is: AP21 (£27,144) to AP25 (£29,952). New Horizon Youth Centre contributes up to 6% to a group personal pension scheme.

Other benefits:

- 30 days annual leave per year (pro rata), plus bank holidays and some additional time off over Christmas
- Employer contribution of 6% to a group personal pension scheme
- Enhanced Employee Assistance Programme, including 24-hour helpline, access to counselling, contributions towards medical expenses, discounted gym memberships, high street vouchers and more
- Clinical Supervision and Reflective Practice
- Staff Loan Policy, including Cycle to Work scheme
- Generous Training budget and a Diversity Leadership Programme
- Regular Staff Away Days and teambuilding activities

TIMESCALES AND HOW TO APPLY

The timescales for recruitment are as follows:

Closing date and time for applications	9am, Monday 23 rd September 2024
Shortlisted candidates will be informed	26 th September 2024
Interviews	3 rd October 2024

If you wish to apply for this position, you will need to complete our application form by supplying:

1. **A detailed CV** setting out your career history, education or qualifications, and other key responsibilities or achievements.
2. **A supporting statement (also called a cover letter)** of up to 2 sides of A4 or 1500 words, highlighting your suitability for the role and how you meet the criteria listed on the **Person Specification**. Please address the points in Person Specification only. Please note that the supporting statement is an important part of your application and will be assessed as part of your full application.
3. **Completed diversity and adjustment questions** – Your data will be stored separately from your application and will at no time be connected to you or your application by the shortlisting panel.

To apply please visit <https://jobs.nhyouthcentre.org.uk>

We do not consider incomplete applications.

You will be notified if you have not been shortlisted. However, we are unfortunately unable to provide each individual application with feedback.

If you have any questions or would like to arrange a call to discuss the role, please feel free to email us at recruitment@nhyouthcentre.org.uk or call 0207 388 5560.

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***Giving potential a
home since 1967***

***nhyouthcentre.org.uk
@nhyouthcentre***

***Charity number: 276943
Company number: 01393561***

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