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JOB APPLICATION PACK

Assistant Administrator (fixed-term contract)

November 2026

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NEW HORIZON YOUTH CENTRE

New Horizon Youth Centre
Assistant Administrator (fixed-term)
Job Application Pack, November 2026

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 70 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.

During the application process we commit to:

- Reimbursing reasonable childcare and other care costs whilst you are attending interviews.
- Reimbursing reasonable return travel costs for interviews (within London/neighbouring counties).
- Making 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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BACK TO OUR BEGINNINGS: ROOTED IN OUR PAST, FOCUSED ON OUR FUTURE – OUR STRATEGY 2025-2030

With rough sleeping at record levels and more young people fleeing violence, there's a pressing need and growing gap for **a specialist emergency response that can support young people in crisis and open up housing for thousands more** young people in need. Rather than trying to provide everything ourselves for all young people until they turn 25, we can **focus on being excellent at supporting young people to get the safe homes they deserve as quickly as possible, support with life skills and living independently and helping them create a future without needing our support.**

By getting back to our beginnings we will lean on our **unique heritage as the only youth-specific day centre and drop-in in London** and continue our long and proud history of being here for young people who find themselves homeless in the capital. Doing so means making some tough choices about who we cannot support and so **our focus will shift to those in more immediate need,** prioritising them over those we have already housed and **we will be more focused at moving people on successfully.**

We will support every young Londoner in crisis to access safety, support and stability, then transition them onto independence. We will do this by providing: *Successful Services, Productive Partnerships & Confident Campaigning.*

Too many young people cannot get the housing help they

So we deliver high quality, trauma-informed ***SERVICES*** for any young person that needs our support.

We spend **75%** of our resources on this.

Because the services that should help can't or won't.

So we work in ***PARTNERSHIP*** to optimise our offer and maximise our impact.

Because the government under-invests in young people.

So we ***CAMPAIGN***, saying what others won't say and doing what others won't do to ensure that no young person misses out, even the young people we will never meet.

We split **10%** of our resources across these two areas.

This is complex and difficult work to do.

So we need to sustain a ***WELL-RUN ORGANISATION*** that invests in staff and celebrates the diversity that makes us a success.

We spend **15%** of our resources on this.

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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.”

Najma, 21



NEW
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JOB DESCRIPTION – Assistant Administrator

Reporting to: Finance and Resources Manager

The key objectives of the post are:

1. Work as part of the Admin team to facilitate smooth and efficient support throughout the organisation.

2. Maintain efficient office systems, manage communication channels (phone calls, voicemails, post and general enquiries), provide welcoming and professional responses to stakeholders, and contribute to a well-organised office environment.

3. Assist with financial-related processes, ensuring all end-to-end purchase ledger tasks are met, upholding financial procedures to ensure accuracy and compliance.

4. Assist in resolving building and maintenance-related issues, adhere to safety protocols, and support with basic IT troubleshooting.

5. Support the Office Administrators – Resources and Finance leads - with any additional ad hoc tasks to ensure sufficient cover of all areas of the administrative function for the organisation is met.

MAIN TASKS AND RESPONSIBILITIES

Admin and General Support

Provide a reliable response to NHYC young people, external stakeholders, and staff; and provide administrative support throughout the organisation. This will include:

1. Work within the Admin team to maintain office systems and administration.

2. Answer the telephone, ensuring messages are passed to the relevant person, and accurate advice is relayed to stakeholders.

3. Respond to general enquiries and/or forward enquiries to appropriate staff.

4. Liaise with external suppliers related to processed orders or disputed invoices.

5. Input data into 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, including setting up rooms for meetings, training and events.

7. Assist the Finance and Resources Manager with managing Access to Work applications, procuring equipment and software, maintaining

accurate records of applications and claims and liaising with the Department of Work and Pensions (DWP) to resolve outstanding claims.

8. Minuting weekly Admin meetings and Trustee committee meetings as needed, ensuring all actions are accurately recorded.

9. Undertake any other related tasks as required by the Leadership team.

Financial

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

1. Providing general support to the Finance Administrator and Finance & Resources Manager.

2. Maintain accurate financial systems including POS and petty cash systems, ensuring that all received invoices and petty cash claims are coded correctly.

3. Reconcile supplier statements to ensure that the ledger is up to date, accurate, and any discrepancies are addressed.

4. Process emergency accommodation bookings for young people and any other young people purchases as instructed by budget holders.

5. Adhere to financial procedures and authorisation systems in place.

6. Support with weekly reconciliations of team cards, ensuring all expenditure is recognised and adheres to financial policy, requesting top-ups when necessary.

Building and technology

1. Support Administrator (resources lead) with arranging for any ad-hoc repairs around the building and reporting any Health and Safety concerns.

2. Conduct regular fire tests and centre evacuation drills, and complete Fire Marshal training to support with fire safety regulations and ensure the safety of the building and its occupants.

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.

5. Lead IT inductions for new starters, ensuring all accounts and equipment are set up and ready ahead of their start dates, providing necessary guidance and training to support a smooth onboarding process.

Reviewing Personal Performance and Development Needs

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

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 Leadership Team 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 and computerised systems and producing Excel-based analysis. (D)

2. Experience of using IT systems to support the achievement of personal and collective work goals. (E)

3. Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook). (E)

KNOWLEDGE AND SKILLS

4. Excellent verbal and written communication skills and the ability to deal tactfully, sensitively, and confidentially with a wide range of individuals. (E)

5. Good attention to detail and a willingness to develop confidence in working with figures and financial information. (E)

6. Excellent organisational and time management skills, ability to manage a busy schedule and often conflicting deadlines. (E)

7. Experience of working as part of the team as well as using own initiative (E)

8. Confidence in answering external phone calls and directing them to relevant teams. (D)

9. Ability to interact professionally with colleagues, young people and external contractors. (E)

10. Experience in basic IT troubleshooting and willingness to support colleagues around such issues. (E)

Additional Job Requirements

11. 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)

12. Willingness to work flexibly in response to changing organisational requirements. (E)

ADDITIONAL INFORMATION

Location:

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

Contract:

The contract is **fixed-term for 12 months.**

Hours of work:

The post holder will be required to work full-time (35 hours per week), Monday-Friday, 9:30-5:00. Some work over the Christmas period will also be required.

Pay:

The **starting salary** for the role is £27,958 (pro rata).

The salary scale is: AP21 (£27,958) to AP25 (£30,850).

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 7th December 2026**
Shortlisted candidates will be informed	**Thursday 10th December 2026**
Interviews	**Wednesday 16th December 2026**

If you wish to apply for this position, you will need to supply:

1. **A CV** setting out your career history, education or qualifications, and other key responsibilities or achievements (2 sides of A4). *Please do not include your name, initials, contact details or references in the CV and the file name.*

2. **A supporting statement** (1000 words or up to 2 sides of A4) highlighting your suitability for the role and how you meet the criteria listed on the **Person Specification**. *Please do not include your name, contact details or address.*

   The supporting statement is an essential part of your application and will be assessed for shortlisting purposes.

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, visit our careers site: 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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