



Office Assistant

Job Pack

Ref. BT26003

Blackthorn Trust is a charity in Maidstone; we are seeking a part-time Office Assistant to support our busy office team with the administration of the site and our mental health support programmes.

Blackthorn provides therapeutic support for our beneficiaries who are living with mental health conditions. This varied role would comprise of working alongside our full-time Project Administrator supporting all aspects of general and facilities administration, no two days would be the same!

Who you are:

You must have a passion for making a difference and be a motivated 'can do person' who is happy to get involved and work in a busy environment. You will be passionate about making a positive difference to the lives of others by helping to creating a calm and healing environment for our beneficiaries and customers.

The role specifics:

- **Job Type:** Fixed term contract, initially for 1 year
- **Hours:** Part time 10 hours per week working Thursday and Friday, 9.30am-2.30pm
- **Salary:** National Minimum Wage (the exact rate is age-dependent)

How to apply:

We are very interested in hearing from anyone who feels they have the qualities to make a difference.

To apply for the role of Office Assistant, please send your completed application form to sue.shaw@blackthorn.org.uk

The deadline for receipt of completed application forms is Monday 1st June (we may close the vacancy earlier if we receive a high number of applications).

Interviews will be held on Wednesday 10th June.

We aspire to remove barriers and be open to all. We fully support access to work applications. To submit applications in an alternative format, or to request information in an alternative format please email: sue.shaw@blackthorn.org.uk

To apply for this role, you must be eligible to work in the UK – Blackthorn Trust is not a Sponsoring Organisation.

Job Description: Office Assistant

Responsible to: Nathalie Belmas, Development Manager

Hours: 10 hours per week – Thursday and Friday, 9.30am-2.30pm

Job Purpose

- To support the Project Administrator with varied office administrative tasks.
- To provide excellent customer service to our service users, volunteers, staff and external contacts.
- To work within our values to create a supportive and welcoming atmosphere to everyone.

Key Responsibilities and Tasks**Administrative support**

- General admin, data entry and database upkeep.
- Supporting appointment booking and timetables.
- Supporting other team members across the charity.
- Assisting with data reports and evaluations.

Reception & service user support

- Welcoming visitors and supporting a calm environment.
- Liaising with service users, volunteers and partners.
- Responding to enquiries by phone, email or in person.

Operational support

- Room setup and reset.
- Liaising with contractors and supporting site needs.

Other

- Attend occasional training days.
- Work within Trust policies.
- Help at occasional fundraising events that take place at weekends / evenings.
- Any other duties which may be required from time to time as agreed with the Chief Executive.
- We are a small team and support each other in the event of unplanned absence.

Person specification**Essential criteria**

- Self-motivated, able to use initiative and work independently when required.
- Experience using Microsoft 365 applications.
- Confident and willing to learn new systems (e.g. booking systems or databases).
- Experience of working in a busy office environment.

Desirable

- Experience with CRM or charity databases.
- Data reporting.

Studies indicate that women and people from ethnically diverse heritage are less likely to apply to jobs unless they meet every single criteria. If you're excited about this role but your past experience doesn't perfectly fit our core criteria, please do not be discouraged from applying.

We are keen to recruit the right person for the role and welcome applications from those who may be open to learning new skills.

Benefits:

We offer a number of benefits including:

- **Pay:** We offer competitive salaries with annual reviews.
- **Pension:** We offer employer contributions of 3% and employee contributions of 5% for qualifying staff
- **Holiday:** Our staff enjoy 25 days of annual leave plus bank holidays.
- **Sick pay:** We offer a generous sick pay scheme which grows as you remain with the team. After 3 years we offer 3 months full pay + 3 months half pay in any 12-month rolling period.
- **Flexible working:** We offer flexible working hours and will discuss what works for you and the organisation.