



## INFORMATION APPLICANTS

Chance Changing Lives is a registered charity that provides a range of services for individuals and families who are in need, and live in the locality of Crewe, Nantwich and surrounding area. We have a very informative website where you can find a variety of information about the charity. Please take a look at [www.chancechanginglives.org](http://www.chancechanginglives.org)

Over 150 families are registered members of the charity along with a further 50 plus individuals who attend our Saturday kitchen service each week.

The charity is now in a position to recruit an Administrative Assistant. This is an ideal opportunity for someone who wishes to make a contribution to the delivery of services to people in need. If you are motivated, well organised and work well with a wide range of people, we would be interested to hear from you.

Attached is a recruitment pack which contains the job description, person specification and application form.

It is important to note that the following:

- The closing date for receipt of completed applications is 31 March 2022
- Interviews have been scheduled for 20 April 2022.

Thank you for your interest.

Yours sincerely

A handwritten signature in black ink, appearing to read "Sandra Link".

Sandra Link  
Chair of Trustees  
Chance Changing Lives

04 March 2022



## JOB DESCRIPTION

<b>JOB TITLE:</b>	<b>Administrative Assistant</b>
<b>ACCOUNTABLE TO:</b>	<b>General Manager</b>
<b>HOURS:</b>	<b>16hrs per week (flexible working)</b>
<b>SALARY:</b>	<b>£160 per week</b>

### Job Purpose

Working directly to the general manager, to provide wide-ranging administrative support within a busy environment.

You will be the initial point of contact for many partner agencies and service users and will be key in maintaining excellent services across multiple channels including telephone, internet and social media in line with CCLs' policies and procedures, with an overall aim of maintaining excellent levels of service satisfaction.

You will be a positive ambassador, representing the charity to service users, external partners, funders and volunteers.

You will ensure that service users are placed at the heart of everything the charity does in pursuit of its vision and mission.

**Vision:** That everyone has a safe place to call home, with food to eat and an opportunity for their voice to be heard.

**Mission:** To reduce homelessness, social exclusion, promote dignity and enable people to grow and realise their potential.

### Main Responsibilities of the Role include:

Answering member and general enquiries and supporting operational processes, diligently, in a timely and accurate manner, and in line with CCLs' policy, procedure and regulatory requirements, to include:

- Providing high quality administrative support to the general manager and chair of trustees
- Maintaining and updating IT and manual filing systems/providing monitoring information
- Arranging appointments, meetings, training, and events as required
- Organising diaries and arranging meeting attendance

- Providing administrative support at meetings
- Providing monthly, quarterly and ad hoc monitoring information
- Setting up and maintaining spreadsheets (using Microsoft Excel and Teams)
- Producing publicity material using Publisher (Desktop Publishing) and Word
- Being the first point of contact for clients and professionals
- Liaising with external organisations regarding projects
- Process Data in line with requirements of the Data Protection Act

### **Vision and context**

The ideal candidate will be a flexible competent administrator, highly numerate, with excellent administrative and organisational skills.

They must be able to work on their own initiative without close supervision, to tight and exacting guidelines.

### **Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this role.

Duties, responsibilities, and activities may change at any time.

### **Key Requirements**

- Excellent literacy and numeracy.
- Knowledge and experience with reporting packages and databases.
- Good attention to detail.
- Good administrative and organisational skills.
- Ability to empathise and present a non-judgmental approach
- Aware and able to demonstrate Information Governance responsibilities.
- Adept at queries, report writing and presenting findings.



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### PERSON SPECIFICATION ADMINISTRATOR ROLE

CRITERIA	ESSENTIAL	DESIRABLE	ASSESSMENT METHOD
Qualification	Educated to minimum GCSE level (or equivalent) including Maths and English		A
	Working Knowledge of Microsoft Office application including Word, Excel, Teams and PowerPoint	Clait, RSA or ECDL qualification	A
		Experience of customer service in a reception setting	A
Experience	Evidence of working within a team	Experience of working in an environment where agreed targets are in place	A
	Demonstrates high standard in administrative procedures i.e. word processing written communications	Ability to manage own workload	I
	Experience of diary management	Evidence of working in the local community	I
	Highly developed interpersonal and communication skills and a flexible approach to work	Evidence of working as part of a multi-disciplinary team	I/A
	Ability to present information logically and concisely both verbally and written including the ability to ensure that complex messages are communicated accurately	Evidence of developing relationships with other agencies	I/A
			I

	Experience of data handling		
Skills & Competencies	<p>To be a people person and a skilled communicator</p> <p>The ability to show initiative when working independently</p> <p>The ability to empathise and present a non-judgemental approach</p> <p>Excellent verbal and written communication skills</p> <p>Ability to listen and present a kind and caring approach</p>	The ability to negotiate at all levels	<p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p>
Knowledge	Have a good working knowledge of issues linked to poverty		I
Other Requirements	<p>High level of enthusiasm and motivation</p> <p>Ability to work under pressure</p> <p>Regard for others and respect for individual rights of autonomy and confidentiality</p> <p>Motivated with a flexible solution focused method of working</p>	Car driver/clean licence	<p>I/A</p> <p>I</p> <p>I</p> <p>I</p>

SEL/Feb 2022

Key: A = Application Form. I = Interview



## **APPLICATION FOR EMPLOYMENT – CONFIDENTIAL**

Please return your completed application form to:  
[chancetrustees@gmail.com](mailto:chancetrustees@gmail.com)

This form should be completed in black ink or typed. All personal details will be treated in confidence. Please ensure all sections of the form are fully completed.

The information you provide on this form is the only information we will use in deciding whether you will be shortlisted for an interview. It is therefore essential that you complete the form fully and that you clearly demonstrate how you meet each point on the Person Specification. Please note that CVs are not accepted.

If you are offered a position, we will undertake a Disclosure and Barring Service (DBS) check.

If you require any further information or clarification, please do not hesitate to contact Michele Parks 01270-211000.

### **SECTION 1 – PERSONAL DETAILS**

Name:

Address:

Postcode:

Date of birth:

NI No:

Phone (Home):

Phone (Work):

Mobile

Preferred contact number

**SECTION 2 – WORK EXPERIENCE**

If employed, how much notice are you required to give your current employer?

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Present or most recent employment:

Job Title	Employer name and address	Key duties	Reason for leaving	Dates of employment

Please list previous employment. This section can include voluntary work. Continue on separate sheet if necessary.

Job Title	Employer name and address	Key duties	Reason for leaving	Dates of employment





## **SECTION 4 – SUPPORTING INFORMATION**

To be shortlisted for interview you are required to demonstrate that you have all the necessary skills and abilities to meet the requirements of the Job Description and Person Specification. Please continue on a separate sheet if necessary.

**SECTION 5– REFERENCES**

Please provide full contact details for two referees, one of which should be your current or most recent employer. They should be people that know you well and are able to comment on your experience and qualification for the post, as well as your character and personal qualities. They should not be relatives or friends.

Please note that references will only be taken up if you are shortlisted for interview. Can we contact your current employer prior to an offer of employment?

YES/NO

Name	Occupation	Address and postcode	Telephone No:

**SECTION 6 – HEALTH**

Do you have a disability or medical condition that may affect your work?

YES/NO

If Yes, please provide details below:

**SECTION 7 – DECLARATION**

I confirm that the above information is true, accurate and complete and that any misrepresentation may invalidate my application or lead to my summary dismissal after employment.

Signed.....Dated.....

**EQUAL OPPORTUNITIES MONITORING INFORMATION**

AGE

**Under 18**

**18-25**

**26-35**

**36-45**

**46-55**

**55+**

ETHNICITY

**White European**

**Black African**

**Black Caribbean**

**Black Other**

**Pakistani**

**Bangladeshi**

**Asian Other**

**Chinese**

**Indian**

**Other**

