

Application Pack



Thank you for your interest in this role; the following information may help you with your application. For more details about our work please see our website: www.bfadventure.org

What you need to know about us:

BF was established 35 years ago and we have developed a 60-acre activity site together with a highly skilled team to deliver flexible programmes of inclusive, adventurous outdoor activities for children, young people and their families. The Goodygrane activity site has four water-filled granite quarries set in woods and heathland where we offer an exceptional range of accessible activities, embedded into accredited programmes as appropriate. Our core motivation is to use this fantastic outdoor environment to positively influence the physical and mental wellbeing of children and young people. We employ a highly motivated team of permanent staff including instructors, management support and volunteers, plus a flexible bank of freelance and part-time instructors to meet seasonal demands.

Our work is directed through two streams in the organisation. Our Adventure Centre covers schools residentials and team building packages. Our 'Core' team are centred on Skills for Life programmes. This role is to support the Core team.

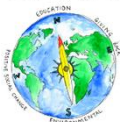
The Core team deliver programmes with children and young people who have a wide range of physical, mental, learning and/or behavioural difficulties, and with those who have difficulties stemming from their experiences of poverty, neglect and other disadvantages. Our positive approach develops skills and confidence, to increase self-belief with the goal of achieving more positive participation in society. We use a combination of youth work methodology, outdoor education theory and child development awareness to ensure that our approach is grounded in evidence-based practice. Members of the team bring specialist knowledge in these areas and our commitment to training and development enables us to keep up to date with innovations.

Our Values:

BF ADVENTURE VALUES

JOURNEY OF CHANGE

CHANGING PERSPECTIVES



We embrace diversity and recognise everyone has a part to play in life. No one should face discrimination and we challenge both its roots and its impact.



TRUST

At BF Adventure we believe that our environment, should be a safe space for all, igniting positive relationships based on trust and respect.

EMPOWERING

We listen to you and value your opinion. We enable you to face challenges and make informed decisions.

COLLABORATING

We believe working together achieves the best results. We actively explore new partnerships with those who share our values.



INTEGRITY

We welcome a culture of honesty and openness that allows us to learn and grow together. We do what we say!

SUSTAINABILITY

We seek to create lasting change and to consider future generations in all of our decision making.





Job Description

Post Title:	Office Coordinator
Salary Level 4:	£23,004-£24,498 per annum/pro rata £17,817.80 - £19,247.80 actual salary
Hours:	27.5 hours per week 8.30am-2.30pm Mon-Fri (includes half hour unpaid break) Some evening and weekend work may be required.
Responsible to:	Charity Business Manager
Supervisory roles:	None

Job Outline:

This role is fundamental to the efficiency of the organisation. The Office Coordinator is the first person that visitors and young people meet when they arrive on site as all visitors are required to sign in; it is the duty of the Office Coordinator to manage this process with professional warmth. The role also involves holding information about day-to-day activities in Core provision and sharing it with the team as appropriate. Additionally, the role includes the use of online systems to manage invoices, some basic financial information input and coordination of referral management systems.

Main Tasks (not exclusive)

- To provide administrative support to the Core team, including liaising with referring agencies and transport providers, printing marketing materials, photocopying and responding to enquiries
- To co-ordinate digital 'sign in' process for clients, visitors and staff
- To produce and send invoices to referral agencies in liaison with the Coordinators and Financial Services; to follow up enquiries and resolve errors as they occur.
- To coordinate young people's referral processes. This includes reviewing and improving the efficiency of the process and supporting the coordinators to work efficiently.
- To support Skills for Life Coordinators with the process of moving young people from the waiting list into active provision; including running site tours, confirmation of funding allocation and processing completed referral forms
- To liaise with the Charity Business Manager to deliver the yearly Social Impact Report. This includes creating content, design, desktop publication through Canva and the distribution of the report.
- To support with the administration of staff recruitment as appropriate
- To support the Core team with raising public awareness of the work of the charity including producing termly newsletters for external stakeholders
- To support the Core team with the administration of funding applications and monitoring requirements of grant allocations through Excel tracker spreadsheets
- To manage and maintain the petty cash account and purchasing items as required
- To provide administrative support to the CEO through recording/minuting the quarterly confidential BF Adventure Trustee meetings and any other special meetings as required
- To archive sensitive material in line with UK Data Protection protocols.
- To tidy and maintain the reception area and 'front of house experience', ensuring relevant



marketing materials are available and suitably displayed

- To check stationery and cleaning consumables and replenish when needed and to record this on the appropriate system

Due to the varied and ever-changing nature of operations at BF Adventure you may be required to undertake additional roles, responsibilities and tasks* as necessary to facilitate the smooth running of activities

*(within your level of experience, training and capability)

Person Specification

Personal Characteristics

- Commitment to BF Adventure's mission, objectives and values
- Motivated to work as a member of the team - establishes and maintains positive working relationships with others, both internally and externally, to achieve the goals of the organisation
- Rigorous attention to detail and accuracy, particularly in data and confidential information handling and record keeping.
- Develops new and innovative ways to improve operations of the organisation
- Anticipates, understands and responds to the needs of clients and volunteers.
- Able to work effectively under pressure including the ability to prioritise own workload in a team setting
- The ability and willingness to work flexible hours, with prior agreement

Experience / Skills

- Substantial relevant experience including at least six months' reception experience or equivalent
- High level of computer skills/literacy – Microsoft 365, Microsoft Word, Outlook and Excel in particular
- Experience of provision of customer service
- Excellent written and verbal communication skills
- Excellent interpersonal skills – friendly, tactful and diplomatic
- Awareness of health and safety issues within the workplace
- Excellent organisational and planning skills.

Desirable

- Hold a current, clean driving license and have a car available for business use
- Experience of risk assessment procedures
- Experience of IT troubleshooting
- Experience of providing analysis of information for management purposes
- Experience of working within the voluntary sector ideally in relation to vulnerable young people and adults
- Administration and secretarial qualifications

What next:

- Please complete the Application Form and the Equal Opportunities Monitoring Form. These forms can be found on our website.
- You can use either the online version of the Application Form or the Word version
- If you choose to use the Word version please save in the following format:
Your name_officecoordinatorapplication_date and email the form to jobs@bfadventure.org with the email subject Office Coordinator Application

The closing date for applications is 9am, Friday 5th July 2024.

Interviews are scheduled to take place on Friday 12th July 2024, although this is subject to change.

Please do not hesitate to phone us on 01326 340912 if you have any questions.

Many thanks for your interest and we look forward to hearing from you!