



A MENTAL HEALTH SOCIAL MOVEMENT

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Job Pack

Administrative Assistant (North Somerset)

Thank you for your interest in this role, please find below some information to help you decide if you would like to apply. In the interests of equality CVs will not be accepted, so please apply via the website. Applicants will be assessed on their ability to meet the criteria listed in the Person Specification.

The closing date for this role is **11 October at 11.59pm** and interviews will be held on **15 October**. Candidates shortlisted for interview will be informed by email - we are not able to offer individual feedback to unsuccessful candidates. Please note this is an in-person role.

To have an informal discussion about the role, contact **Rachel Mac Dermot** – rachel.m@otrbristol.org.uk

Safeguarding

OTR is committed to safeguarding and promoting the welfare of children and young people. We expect all staff, trustees, and volunteers to share this commitment.

As part of our Safer Recruitment practices, all roles involving contact with young people will be subject to robust pre-employment checks, including references, a full employment and education history, and an enhanced Disclosure and Barring Service (DBS) check. Where applicable, overseas criminal record checks will also be required.

We are dedicated to creating a culture of vigilance, transparency, and accountability. Our safeguarding procedures are guided by the principle that the welfare of the child is paramount, and all staff are required to adhere to OTR's Safeguarding and Child Protection Policy.

Role Summary

Job Title	Administrative Assistant (North Somerset)
Salary	OTR Band A Starting salary £26,653 FTE (£10,661 pro rata)
Hours	15 per week 0.4 FTE (flexible days but in person)
Contract	Permanent
Leave	Flexible - our basic entitlement is 32 days (pro rata). However, OTR operates a flexible leave policy, and you are entitled to request as much leave as you would like and need.
Pension	With The People's Pension - up to 3% employer contribution on qualifying earnings
Location	Based at OTR North Somerset, 40a Rodney Road, Backwell
Accountable to	Team Manager (Rachel Mac Dermot)
Job Purpose	• To provide administrative support to OTRs North Somerset Teams. • To provide general office-based support across the business functions of OTR as required. This includes Facilities, HR, Finance and for the CEO.
Key Relationships	• CEO • Head of Finance • Facilities & Resources Officer • Business Support Officer • Finance Officer • Head of People & Culture • People & Culture Advisor • OTR Managers • OTR staff and volunteers

Role Description

Facilities & Resources	• To be part of the HIVE (business support) team to maintain a safe and operational work environment; including keeping health and safety signage and appropriate notifications up to date and relevant. • To be the first port of call for phone and email enquiries, providing clear information, sign up support and signposting as appropriate. • Setting up links for online CBT, therapy, and group work sessions. • To assist with the daily admin needs of the North Somerset service. • Oversee the room booking system. • Day to day admin and office support tasks, including overseeing inbox and phone line. • To support the Facilities & Resources Officer and Business Support Officer in areas of procurement and facilities/estates as required.
Finance	• Assist with general finance duties under the supervision of the Finance Administrator. • To undertake any other financial administration as required.
General	• To engage in training and development appropriate to the role. • To act as a general point of contact for all enquiries related to OTR service delivery via phone and email. • Maintaining stats from inbox and phone enquiries • Support service delivery by reaching out to schools, young people and youth provision supporting recruitment and engagement into upcoming service delivery. • To commit to the core values of OTR, including young people's empowerment and participation. • To work within the spirit and framework of all OTR policies, governance, and delivery philosophy and to keep up to date with relevant training and professional development, especially in relation to Equality, Participation, Confidentiality, Vulnerable Adults and Child Protection and Safeguarding. • To ensure all paper and electronic personal records are always managed and stored safely in compliance with GDPR legislation. • To respect and maintain the confidentiality of all staff, volunteers, and young people at OTR internally and with external agencies. • To communicate openly within the HIVE Team and seek support from your line manager as and when required. • Attending North Somerset and Hive team meetings regularly. • Monitoring sign-ups for North Somerset Projects, maintaining registers

Person Specification

	Essential	Desirable
Education & Qualifications	A good general standard of education and a demonstrable ability to apply knowledge.	NVQ Business Administration or similar.
Experience	Demonstrable experience working in a busy office environment.	Confident and pragmatic under pressure.
Knowledge		Familiarity with MS Office/or client record keeping software/Canva and other office applications.
Skills & Abilities	- Outstanding organisational skills - The ability to build and maintain constructive relationships within a team. - Ability to multitask and prioritise own workload. - Thorough, with the ability to pay close and rigorous attention to detail while working quickly. - Excellent communication skills and ability to communicate with a diverse range of stakeholders. - Ability to recognise and respect confidentiality and its limits. - Excellent IT skills.	
Personal Qualities	- Resilient; able to model good self-care. - Values led with a personal commitment to equality, diversity, social justice, and change. - A strong personal interest in and commitment to the mental health and wellbeing of children and young people.	

About OTR

OTR is a mental health social movement by and for young people. The charity is at an exciting stage of its 60-year history and is proud to be reaching more young people than ever before (over 17,000) across Bristol, South Gloucestershire, and North Somerset with creative and diverse mental health and wellbeing information and support.

Our approach to mental health is grounded in a set of beliefs and assumptions that underpins all our work. We believe in celebrating diversity, empowering and mobilising young people to make change, and that catering to the unique strengths, interests and circumstances surrounding young people is key. Our approach centres on collaboration and partnership, building relationships between individuals, peers and communities.

Each day is as engaging and fulfilling as the last, and with a network of supportive, community minded people, we hope you'll feel welcome here. As a thank you, we like to compensate our employees for the important work they do with a range of benefits including a flexible leave policy, healthcare cost assistance with HealthShield, flexible and hybrid working arrangements, enhanced sick pay, parental leave, continual training and development, and many in-house events and initiatives.

At OTR, whatever your role or professional background, you will be expected to work in a way that is anti-oppressive and inclusive. A key focus for OTR is to develop an organisation that is inclusive for all but we do not claim to be experts in this. We are committed to continuous learning and improvement in these areas and invite you to join us on this journey.

OTR recognises the benefits to individual practice and organisational credibility of having a diverse community of staff and volunteers and to this end is continually working towards building and maintaining an environment which values and pursues diversity accordingly.

We recognise that tackling systemic inequality, prejudice, racism and oppressive practice requires each of us to actively engage, self-examine and make changes where necessary, to improve access and equitable experience for all in society and all of those who come through our doors at OTR.

What we value:

- **Championing Humanity:** valuing the inherent dignity of each and every person, supporting and celebrating expression of identity in all its forms
- **Being Curious:** taking an interest in how things work and could be improved, noticing and exploring perceptions and experiences whether collective or individual
- **Positive Disruption:** naming systems, structures, and attitudes that hinder supportive social change, seeking ways to overturn barriers to progress
- **Seed Sowing:** with an eye to the potential of the long term, seizing present moments and opportunities to set in motion shifts to benefit young people
- **Deeply Rooted:** carefully developing systems and processes that ensure our operations are secure, safe and dependable, supporting effective communication and making accountability clear

What we believe:

- Our offer should be inclusive of all cultures and identities
- Young people have unique strengths, interests and circumstances
- The world around us impacts our wellbeing
- Placing young people at the heart of our work
- Innovating and evolving to improve our offer for young people
- Relationships are what make the difference
- The power of partnerships