

# 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](http://www.bfadventure.org)

## What you need to know about us:

BF was established 30 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 Group Bookings department covers schools residentials, team building packages, Holiday Activity Days, birthday parties and other public bookings. 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.

#### COLLABORATING

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



#### EMPOWERING

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



#### 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



<b>Post Title:</b>	Receptionist and Administrator
<b>Salary Level 3:</b>	£16,707 - £18,655 pro rata
<b>Hours:</b>	21 hours per week (Some evening and weekend work may be required)
<b>Responsible to:</b>	Charity Business Manager
<b>Supervisory roles:</b>	None

### Job Outline:

This role is fundamental to the success of the organisation as the receptionist is often the first person that visitors and young people meet when they arrive on site. All visitors are required to sign in and it is the duty of the receptionist to manage this process with professional warmth. The main purpose of the role is to support the CEO and the Core Team to function efficiently and to deliver the charity programmes. Additionally, the role includes the use of online systems to manage invoices, some basic financial information input and collation of young people's information.

### 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 '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 support with staff recruitment administration as appropriate
- To support the Core team with social media marketing including regular updates to Twitter, Instagram and Facebook
- To support the Core team with raising public awareness of the work of the charity including compiling newsletters, blogs and articles for the local press
- To support the Core team with the administration of funding applications and monitoring requirements
- To manage and maintain petty cash float
- To support the organisation of and to record/minute the quarterly BF Adventure Trustee meetings and any other special meetings as required
- 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
  - Flexible and able to work well as part of a team with a good sense of humour
  - Rigorous attention to detail and accuracy, particularly in data and confidential information handling and record keeping.
  - Ability to work under pressure and to deadline whilst remaining calm
  - Develops new and innovative ways to improve operations of the organisation
  - Establishes and maintains positive working relationships with others, both internally and externally, to achieve the goals 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
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- **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\_receptionistapplication\_date and email the form to [jobs@bfadventure.org](mailto:jobs@bfadventure.org) with the email subject Receptionist Application

The closing date for applications is midnight on 30<sup>th</sup> January 2020

Interviews are scheduled to take place on Thursday 6<sup>th</sup> February 2020, 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!