ADMINISTRATOR & SCHOOL LIAISON OFFICER

Job Purpose

To provide flexible administrative support across F4YP and coordinate school liaison and administration for after-school clubs, holiday activities and wellbeing programmes.

You will manage bookings, maintain accurate records, support day-to-day office administration and act as a helpful point of contact for schools and families. By taking ownership of shared administrative tasks, you will enable staff and managers to focus on their core responsibilities.

This is a 22-hour-per-week role, with a varied workload that reflects the seasonal nature of F4YP's programmes. Different responsibilities will require more attention at different times of the year; the duties outlined may not all be undertaken at the same time. Priorities and workloads will be agreed with the line manager to reflect programme schedules, organisational needs and the contracted hours.

Responsible to: Head of Operations
Hours: 22 hours per week
Working hours: Monday to Thursday, 9am-3pm, including a 30-minute unpaid break each day (available some Fridays)
Contract: Fixed term 1 year contract (Term time only + 20 days)
Location: F4YP Office, with visits to schools and venues as required

Key Responsibilities

Programme Bookings, Referrals and Initial EHCP Review

- Coordinate administration for after-school clubs, holiday activities and REACH wellbeing programmes, from initial enquiry through to confirmed booking and attendance recording.
- Gather information from parents/carers, schools and other agencies to understand each young person's needs, family circumstances, support requirements and barriers to participation.
- Follow F4YP's initial review process for young people with high support needs or an EHCP, analysing relevant documents and summarising key needs, risks, existing support and effective strategies.
- Prepare information and questions for the pastoral team, arrange school or home visits and hand over before the visit and observation stage. Refer concerns and suitability decisions to the designated worker or manager.
- Manage confirmations, cancellations and waiting lists, ensuring required information, team decisions, approvals and paperwork are in place before confirming participation.
- Create and maintain Eventbrite and HAF booking information, checking against Salesforce to resolve missing information, duplicates and discrepancies.
- Prepare registers, reminders and practical information, follow up incomplete bookings and monitor available spaces to maximise participation.
- Check bursary evidence and payment status and support payment administration within agreed procedures and approval limits.
- Coordinate routine venue enquiries and bookings, maintaining an accurate programme calendar.

School Liaison

- Act as a central contact for routine school enquiries about F4YP services, referrals, bookings and programme arrangements.
- Maintain an up-to-date school contact directory, including named contacts, communication history and the allocated F4YP worker.
- Obtain referral information, confirm bookings and communicate programme dates and deadlines.
- Support ongoing school meetings and communications for delivery staff, coordinating diaries and practical arrangements.
- Distribute approved promotional materials and programme updates, following up with allocated schools to encourage referrals and participation.
- Coordinate school reports, gather young person information and staff contributions, and prepare reports for review and approval.
- Direct pastoral, safeguarding and complex family enquiries promptly to the appropriate worker or manager.

Salesforce and Participant Records

- Maintain accurate young person and family records on Salesforce, including contact details, school, emergency contacts, consents, bookings and participation.
- Gather and follow up bursary evidence, medical information and other required documents, recording updates and review dates as appropriate.
- Identify duplicate or incomplete records and follow F4YP procedures for correction or referral for merging.
- Maintain accurate records of information gathering, initial reviews and handovers so the team can see progress and outstanding actions.
- Ensure delivery staff can access current, approved information and completed pastoral documentation before activities begin.
- Support residential preparation by coordinating forms, consent, participant details and practical communications.

Attendance, Monitoring and Reporting

- Maintain attendance records using information supplied by delivery staff and reconcile these with booking systems.
- Follow up routine absences and booking queries using agreed procedures, escalating welfare concerns or repeated disengagement.
- Produce summaries of bookings, attendance, waiting lists, unfilled spaces and outstanding paperwork.
- Coordinate the distribution and collection of evaluation forms and feedback.
- Collate administrative data for school, programme and funder reports, with delivery staff contributing professional observations and impact evidence.
- Help simplify shared templates and processes to improve consistency and reduce duplication.

General Administration and Office Support

- Provide flexible administrative support to managers and colleagues across the charity, according to agreed priorities.
- Support managers and colleagues with the administration and coordination of fundraising activities and events, as required, including coordinating bookings, communications, promotional materials, and practical arrangements.
- Monitor shared inboxes, answer routine telephone and email enquiries, welcome visitors and direct queries to the appropriate colleague.
- Prepare, format and update documents, correspondence, spreadsheets, forms and presentations.
- Maintain organised electronic and paper filing systems, contact lists, templates and shared records.
- Arrange meetings, coordinate diaries, prepare papers and take notes or record actions when required.
- Support the administration of events, workshops, training and team activities, including bookings, attendance lists and practical arrangements.
- Monitor office supplies and coordinate agreed orders, deliveries and supplier enquiries.
- Assist with routine purchasing and payment administration, including collating invoices, receipts and supporting information for approval.
- Support routine staff and volunteer administration, such as arranging induction sessions, collecting paperwork and maintaining training records under management guidance.
- Support the creation and distribution of approved promotional materials, newsletters and updates, and make agreed routine website changes.
- Provide administrative cover for colleagues and respond to changing organisational needs within the scope of the role.

Equipment Audits and Practical Coordination

- Schedule team equipment audits and coordinate agreed audit days.
- Prepare audit templates, gather completed returns and maintain central equipment and stock records.
- Follow up missing information and pass repair, replacement or purchasing requests to the appropriate manager.
- Support activity preparation by coordinating paperwork, resource requests and agreed orders.

Organisation, Administration & Professional Responsibilities

- Follow F4YP processes, policies and procedures, including safeguarding, confidentiality, data protection and information sharing.
- Use internal systems, including Microsoft 365 and Salesforce, to maintain accurate records, manage information and support effective communication and collaboration.
- Maintain organised systems for planning, administration and communication.
- Handle sensitive young person, family, staff and organisational information appropriately, recording and reporting concerns through the agreed channels.
- Complete monthly progress reviews, attend 1:1 and team meetings, and participate in appraisals.

- Complete required induction, safeguarding refreshers and role-specific training, including F4YP referral procedures, EHCP reviews, young people's and family needs, and internal systems. Apply learning in practice and participate in ongoing professional development.
- Work collaboratively as part of the F4YP team, contributing to a positive, supportive and professional working environment and building strong relationships with colleagues and wider personnel.
- Develop and maintain constructive relationships with service users, parents/carers, schools, funders and other stakeholders.
- Act as an ambassador for F4YP, representing the organisation professionally and promoting its values, services and impact.
- Uphold F4YP values, act as a positive role model and adhere to the F4YP code of conduct.
- Maintain an understanding of F4YP's strategic priorities, aims and outcomes, ensuring your work contributes to the organisation's mission.
- Agree priorities with your line manager and communicate promptly when workload or deadlines need reviewing.
- Undertake additional administrative and support duties as required by the needs of the organisation, consistent with the purpose and level of the role.

Scope and Responsibility

The postholder will take day-to-day ownership of agreed administrative processes, routine school communications and general office support. The balance of these duties may change throughout the year in response to organisational needs, with priorities agreed by the line manager within the contracted hours.

The postholder will gather and review referral and EHCP information, prepare pre-visit summaries and arrange visits. The team will take over at the visit and observation stage and retain responsibility for suitability decisions, pastoral support plans, support levels, risk assessments and safeguarding casework. The postholder will track completion and confirm bookings once the required decisions, approvals and documentation are in place. Direct programme delivery remains with delivery staff.

Decisions about programme changes, staffing and expenditure will be referred to the designated manager. The role carries no line management responsibility.

Person Specification

Essential

- Experience of administration or coordination involving multiple tasks, deadlines and stakeholders.
- Strong organisational skills, accuracy and attention to detail.
- Clear, friendly and professional written and verbal communication.
- Confidence using Microsoft 365, including documents, spreadsheets, email, shared calendars and collaborative working tools.
- Ability to use databases, maintain accurate records and follow up missing information.
- Ability to review detailed documents, identify relevant information and produce clear, accurate summaries.
- Ability to gather information sensitively from parents/carers, schools and other agencies, recognising different family circumstances and barriers to participation.

- Ability and willingness to develop a good working knowledge of young people's and family needs, SEND and EHCPs through F4YP training and supervision.
- Willingness to complete required training and follow F4YP's procedures, recognising the limits of the role and seeking advice when needed.
- Flexibility to move between programme administration, school liaison and general office tasks.
- Ability to build effective relationships with families, school staff, colleagues and suppliers.
- Sound judgement about when to resolve an enquiry and when to refer it.
- Experience handling confidential information appropriately.
- Ability to work independently within agreed priorities and contribute to a team.
- Commitment to safeguarding, inclusion and improving opportunities for children and young people.

Desirable

- Experience in a school, charity, youth service or community organisation.
- Familiarity with Salesforce, Eventbrite or HAF booking systems.
- Experience coordinating referrals, waiting lists or attendance records.
- Existing knowledge of young people's and family needs, EHCPs and special educational needs and disabilities. Training will be provided to develop the knowledge required for the role.
- Experience supporting reporting, meetings, events or staff administration.
- Experience updating website content or distributing newsletters.

Proposed Objectives

- Establish reliable processes for bookings, school enquiries and shared administration.
- Ensure registers and required participant paperwork are ready by agreed deadlines.
- Complete information gathering and initial EHCP reviews accurately, providing timely pre-visit handovers and questions for the pastoral team.
- Complete agreed training and demonstrate developing knowledge of young people's and family needs, EHCPs and F4YP's referral procedures.
- Keep databases, booking systems and office records accurate and current.
- Coordinate school reports and communications within the agreed timetable.
- Complete general administrative tasks accurately and within agreed timescales.
- Adapt effectively to changing priorities, keeping colleagues informed of progress.
- Reduce routine administration carried by delivery staff and managers, reviewed through staff feedback and time-recording data.

Person Specification

Qualifications & Experience

- Good standard of education, including GCSE English and Maths at grade 4/C or above, or equivalent qualifications or relevant experience.
- A relevant qualification at Level 3 or above, such as Business Administration, Customer Service or Supporting Teaching and Learning, or equivalent practical experience.
- Experience in administration or coordination, managing records, enquiries and competing deadlines.
- Experience communicating with a range of people and handling confidential information appropriately.
- Experience in a school, charity, youth service or community organisation (desirable).
- Experience working with children, young people or families, including those with additional needs (desirable).

Skills & Competencies

- Strong organisational and administrative skills, with accuracy and attention to detail.
- Clear written and verbal communication, with the ability to build positive relationships with families, schools and colleagues.
- Confidence using Microsoft 365, including SharePoint, Word, Excel, Outlook and shared working tools.
- Ability to maintain databases, follow up missing information and keep clear records of actions and progress.
- Ability to review detailed information, identify relevant points and prepare accurate summaries.
- Ability to gather sensitive information with empathy, discretion and a non-judgemental approach.
- Ability to work independently and collaboratively, prioritising a varied workload within agreed hours.
- Sound judgement about when to resolve an enquiry, seek guidance or refer a concern.

Knowledge

- Understanding of confidentiality, data protection and the importance of safeguarding.
- Ability and willingness to develop a good working knowledge of young people's and family needs, SEND and EHCPs through training and supervision.
- Existing knowledge of EHCPs, additional needs and barriers to participation (desirable).
- Familiarity with database systems e.g. CPOMS, MyConcern, Salesforce, Eventbrite or HAF booking systems (desirable).

Training will be provided in F4YP's systems, referral procedures and initial EHCP review process. Previous specialist EHCP expertise is not essential.

Attributes

- Approachable, patient and sensitive to different needs and family circumstances.
- Reliable and proactive, taking ownership of agreed tasks and following them through.
- Flexible and adaptable to changing priorities and seasonal demands.
- Committed to inclusion, teamwork and improving opportunities for children, young people and families.
- Willing to learn, apply feedback and uphold F4YP's values and code of conduct.

Additional Requirements

- Willingness to complete required induction, safeguarding and role-specific training, including young people's and family needs, SEND and EHCP reviews.

- Commitment to ongoing professional development and applying learning in practice.
- Satisfactory enhanced DBS check, or willingness to undertake one.
- Ability to attend school or venue meetings as required.
- Commitment to equality, diversity, inclusion and safe working practices.