



**Bright Future Administrator**  
APPLICANT INFORMATION

## WHO WE ARE

City Hearts was founded in 2005, beginning with a single home to help women with life controlling issues, shortly after we welcomed our first survivor of modern slavery. Since then, we have expanded across multiple regions and now provide accommodation and outreach support to hundreds of survivors of modern slavery every year, as well as continuing to house and support women with life controlling issues. We are passionate about restoring the lives of those we support, and it would not be possible without our dedicated team of staff and volunteers.

## ROLE SUMMARY

### **How this role fits into the vision and objectives of City Hearts**

We currently have an exciting opportunity for a Bright Future Administrator. This service meets a gap in matching Survivors of Modern Slavery to safe, stable and permanent employment with reputable Bright Future Businesses Partners, on a national scale. Your role would be to facilitate the smooth running of this service in the form of administration and maintaining good working relationships with both Bright Future Charity and Business partners.

### **What you can expect from a career at City Hearts**

As an organisation we are committed to supporting your success and providing you with a wealth of skills, training and opportunities as well as staff benefits to enhance your employment. These will include:

- Regular accredited and in-house training on specialist subjects such as trauma, mental health, safeguarding, working with addictions and much more
- Commitment to annual salary reviews
- Progression opportunities
- Annual staff survey and focus groups – have your say!
- 30 days holiday per year (plus accrued holiday days for length of service)
- Perkbox national ‘perks’ and discount scheme
- 3% employer contribution pension scheme

## WHAT OUR STAFF SAY ABOUT WORKING WITH US

We pride ourselves on our employee job satisfaction. 100% of our staff that completed our 2019 staff survey stated that they would recommend working at City Hearts to others!

“I am coming up to the end of my action-packed first year working at City Hearts as an outreach caseworker. In this time I’ve worked to support survivors of modern slavery from four different continents. Although our clients have had difficult times in their pasts our focus is on giving them hope for a better present and future. There’s a really supportive structure, team and training schedule when you first start. I recently secured a promotion and now play a bigger role in supporting and training other caseworkers. I love my job!”

- Richard, Senior Outreach Caseworker.



## JOB DESCRIPTION

**Job Title:** Bright Future Administrator

**Reports to:** Bright Future Service Manager

**Contracted Hours:** 16 hours per week

**Contract Duration:** Fixed until 31st March 2021

**Salary:** £19,000 pro rata per annum

**Location:** This position can be fulfilled from any City Hearts locations NE, NW or SY.

**Closing Date:** 25th November 2020

**Interview Date:** 26th/27th November 2020

**Probationary Period:** 3 months

## RESPONSIBILITIES

- To process and vet referrals from charity partners
- To match successful referrals to business placements
- To track the progression of placements using the client management system
- To collect data from referrals, matching process and placement questionnaires which can be fed back to the BF management board
- To respond to queries from both charity and business partners via phone and email in a professional manner
- To support in developing new Bright Future policy and procedure documents
- To develop and maintain good working relationships with both business and charity partners
- To complete reference letters as per request by Bright Future candidates
- To complete case studies and testimonies for successful Bright Future placements
- Promoting Bright Future— this may include attending events on behalf of Bright Future as a whole:
  - Participating in team meetings
  - Regular supervision meetings with Line Manager
- Providing occasion support to other programmes within the same department, including ISP, Reach-in and Health and Wellbeing.
- Adhering to all internal procedures regarding City Hearts.

*Any other duties that are commensurate with the role*

## SKILLS AND ABILITIES

- Ability to work to deadlines
- Ability to work in a Team
- Ability to work under pressure
- Good communication skills
- Good organisational skills
- Good people skills
- Consistent, reliable and professional.



AREA	ESSENTIAL	DESIRABLE
<b>Education, qualification and training</b>	<ul style="list-style-type: none"> <li>• Demonstrate knowledge in specific subject area.</li> <li>• An appropriate Enhanced DBS check.</li> </ul>	<ul style="list-style-type: none"> <li>• Additional qualifications in administration, health and social care or any other relevant subjects</li> <li>• An understanding of Modern Day Slavery.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• To have recent experience with Microsoft Word and excel spreadsheets.</li> <li>• To have experience of organisation, record keeping and administration.</li> <li>• To have experience of working in a team.</li> </ul>	<ul style="list-style-type: none"> <li>• An understanding of working within the third sector.</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• To be able to lone work, and to be able to work well in a team setting.</li> <li>• To be able to maintain confidentiality and to accurately record keep.</li> <li>• To manage a varied task list, and demonstrate the ability to prioritise tasks and work to set deadlines</li> <li>• An excellent level of administrative skills.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience in journeying individuals in the road to recovery.</li> </ul>
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>• To be flexible and have a willingness to adapt to change alongside the role and demands of a forward moving charity.</li> <li>• To speak well of City Hearts, clients and other team members.</li> <li>• To be reliable, punctual and maintain confidentiality.</li> <li>• To regularly feedback to line manager</li> <li>• To use personal supervision effectively.</li> </ul>	<ul style="list-style-type: none"> <li>• To have professional goals and want to pursue professional development.</li> <li>• A passion to help people change their lives.</li> </ul>



AREA	ESSENTIAL	DESIRABLE
Other	<ul style="list-style-type: none"> <li>• To understand, promote and uphold City Hearts' mission and vision and to be able to inspire the team and uphold City Hearts culture.</li> <li>• A willingness to promote City Hearts - this may mean working outside normal working hours, to represent City Hearts at conferences or events.</li> </ul>	<ul style="list-style-type: none"> <li>• To hold a full clean driving license and have access to a car is not essential but the travel involved in the role is difficult without access to a vehicle.</li> </ul>

If you have any queries regarding your application, please email [HR@cityhearts.co.uk](mailto:HR@cityhearts.co.uk) and we would be happy to help.





PURSuing FREEDOM. **RESTORING LIVES.**

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