



# Petals



The Baby Loss Counselling Charity

**Administration Assistant**

**RECRUITMENT PACK**

# Welcome From Our Founder & CEO, Karen Burgess



When Petals was launched in 2011, our primary aim was to ensure that bereaved parents in Cambridge were not left without counselling support simply because of NHS funding cuts.

Knowing the impact that our counselling service was having, we were absolutely determined to make sure that local parents continued to have the support they needed following pregnancy and baby loss, and furthermore to make sure this remained free-of-charge.

Since then, Petals has evolved beyond our expectations. We have expanded across the country and continue to grow our team of specialist counsellors, who are delivering life-changing support to bereaved parents.

Demand for our service has never been higher. Every single week we receive more and more requests for help from parents and NHS providers. Specialist psychological support for pregnancy and baby loss is rarely provided by the NHS and the wider counselling community is not meeting this need.

As we expand to meet this growing need it is essential that our office team is running as effectively as possible. As such, we are now recruiting for another administration assistant who will play an integral role in the efficient operation of the Petals office.

Thank you for your interest in Petals and this role. I very much hope that you like what you've heard about the charity and will consider applying to join our ambitious and committed team. I look forward to hearing what you can bring to Petals.

*Karen*

# Petals Space

Free of barriers, held by boundaries; a nurturing place for people genuinely compelled to give to others. A place where we work thoughtfully together, with integrity, without prejudice.

A place where the unimaginable is made bearable and where growth becomes a possibility as we empower all to discover and achieve new potential.

## OUR MISSION

To provide and promote specialist counselling for parents across the UK following pregnancy and baby loss

## OUR VISION

Every parent in the UK has easy and timely access to specialist counselling following pregnancy and baby loss.

# Petals Benefits

We are a small but dedicated team that is growing all the time. This is an exciting time to be joining us as we work hard to expand our service. We value each individual who works for Petals and everything they bring to the team and therefore, enabling a flexible work-life balance is important to us. The benefits of working for Petals include:

- **Holiday:** 23 days paid holiday each year in addition to paid public and bank holidays. This increases to 25 days paid holiday each year after two years service and again after five years service to 28 days plus bank and public holidays. This is offered pro-rata for part-time employees.
- **Training:** Fully funded CPD-certified e-learning courses across a broad range of content
- **Pension scheme:** Employees will be enrolled in the company pension scheme from the outset unless they choose to opt-out.
- **Hybrid working:** The benefits of being part of a team in the office alongside the comfort of working from home with laptops provided to facilitate this.
- **Staff away days and events:** Time to build relationships and shape the future of Petals away from the office environment.

# JOB DESCRIPTION

**Job Title:** Administration Assistant

**Contract:** 15-20 hours per week

**Salary:** £24,000 pro rata

**Reports to:** Charity Business Manager

**Location:** Petals Office, Bottisham, with some home working agreed informally

## Overall responsibility of the position.

This role is integral to the efficient operation of the Petals office team and ultimately the expansion of our charity. It is therefore important that the chosen Administrative Assistant is warm, friendly and approachable, as well as confident and organised and able to work on their own initiative.

We are looking for someone who has a 'can do' attitude and who can build strong relationships with people at all levels. The role is varied and you will be one of our 'go-to' people for anything and everything needed to help with the administration necessary to ensure Petals operates effectively.

The successful applicant will work closely with our Charity Business Manager and the focus of the role will be to support the Human Resources and external training provision.

We will give you all the training and support you need to allow you to do the role successfully, with plenty of opportunities to get to know the team. We hope to appoint someone as soon as possible.

This role will require a DBS check to be completed by the successful applicant.

## Key areas of responsibility

### Administrative Support

- Provide administrative support to the Charity Business Manager
- Respond to incoming emails
- Input Data
- Create and maintain spreadsheets
- Maintain office supplies and place orders when necessary
- Help maintain an efficient and organised office
- Assist with bookkeeping and other financial tasks as required

# JOB DESCRIPTION

## Key areas of responsibility

### Human Resources

- Supporting with recruitment process for new starters
- Compiling and updating employee records
- Supporting payroll processes
- Assisting with day-to-day HR functions and duties
- Support with the organisation and delivery of Petals staff and training events.
- Overseeing training records for employees

### Training

- Respond to e-mail enquiries relating to external training
- Facilitate and administer training arrangements
- Clerical and administrative tasks relating to training courses
- Data monitoring of training evaluations

### General

- Participate in team meetings and work with the office team to create a warm and welcoming environment for staff, colleagues and visitors
- Work independently and responsibly with day-to-day communications that pass through the charity
- Support other members of the Petals team as and when necessary to ensure consistency and efficiency throughout Petals
- Attend workshops and events, in person or online, as required to support the counselling service

A small charity the ability to be flexible and adaptable to take on different duties if/when required in other areas of the charity, to support the aims and objectives of our mission is vital.

This job may involve working unsocial hours on some occasions. Time off in lieu will be taken by arrangement with your manager. This job description is not contractual and may need to change, upon discussion with the role holder.

Over the next year, it is anticipated that this position will expand and ideally, the chosen candidate will be flexible to be able to extend their working hours to meet the demands of the role as required.

# PERSON SPECIFICATION

## KNOWLEDGE & EXPERIENCE

- Experience of working in an office environment (D)
- Awareness of GDPR and its relevance when dealing with personal and confidential data (D)
- Previous administration experience (D)
- Experience of working in Human Resources (D)

## SKILLS, ATTRIBUTES AND ABILITIES

- Strong organisational skills with the ability to multitask and prioritise tasks effectively (E)
- Confident communicator, both verbally and written (E)
- Friendly and approachable demeanour (E)
- Excellent time management skills (E)
- Proactive and collaborative approach to work (E)
- Excellent attention to detail (E)
- Competent user of Microsoft Office and Teams (E)

## PERSONAL QUALITIES

- Confident, self-motivated and able to show initiative (E)
- Able to work independently as well as part of a team (E)
- Friendly, collaborative spirit (E)
- Enjoy working in a small team (E)
- Willingness to learn (E)
- Committed and flexible approach to work (E)
- Sensitive awareness of Petals' cause (E)
- Flexible (D)

## VALUES

- Adaptable
- Respect confidentiality
- Ability to use own initiative
- Team player
- Strong Communicator
- Polite

**Key: (E) = Essential (D) = Desirable**

# HOW TO APPLY

We want our organisation to have different voices within it and to reflect the range of communities which our clients come from. We welcome applications from everyone irrespective of sex, sexual orientation, gender identity, ethnicity, faith and religion, disability and age.

As ethnic minority groups and members of the LGBTQ community are currently under-represented across the organisation, we would particularly encourage applications from members of these groups.

Appointment will be based on merit alone.

To apply for this position please send your CV with covering letter to [recruitment@petalscharity.org](mailto:recruitment@petalscharity.org).

We would urge you to apply as soon as possible as applications will be reviewed on a rolling basis and we reserve the right to bring the closing date forward. Our recruitment process will involve a face-to-face interview at our Head Office.

If you have any additional access requirements for the recruitment process please contact us at [recruitment@petalscharity.org](mailto:recruitment@petalscharity.org) to allow us to be able to make all reasonable adjustments that are necessary to accommodate any disabilities or health needs. Any information of this nature that is provided to us will remain confidential and will only be used to ensure our responsibilities to you with no impact on the selection process.

**Closing Date:** Friday 24th May 2024

**Interview date:** Tuesday 11th June 2024



**FIND OUT MORE**  
**Web: [www.petalscharity.org](http://www.petalscharity.org)**  
**Social: @petalscharity**