

Making the Leap.

Role Title	Administrator/Receptionist
Reporting to	Head of Delivery
Location	Kensal Green, London and remotely. Currently three days a week in the office.
Working hours	Monday to Friday, 9.00am to 5.00pm
Salary	£20,000 per annum
Pension Scheme	8% contribution (5% non-contributory)

We are looking for a highly motivated self-starter with excellent all-round organisational skills to work as an administrator and receptionist for Making The Leap.

Making The Leap is a small and innovative societal change charity that aims to make a big difference. From direct delivery, to advocacy and leadership, we refuse to stay in our lane and believe passionately that those we exist to serve have the right to be anything they want to be. To say that this is an exciting time for the organisation would be an understatement, as our incredible funders, donors, partners and supporters have given us the chance to move to the next level, and have further influence and delivery nationally.

The shared soul of the organisation is to be passionate about helping young people from less-advantaged backgrounds; build up other charities and community groups and want to partner with them or support them; want to work with businesses and organisations to get things done; and care deeply about addressing racial inequity generally (and anti-Blackness in particular). The people here work hard, are good at what they do, and for so many it is 'home', with an average tenure of 11 years. It's a nice environment to be in, friendly, flexible and one that gives you the reward of making a tangible difference in people's lives – it's great.

The organisation has a number of strands: core Making The Leap; the UK Social Mobility Awards; the Social Mobility Podcast and our brand new initiative Black Charity Leaders.

The Role

- To provide essential wrap-around administrative support for Making The Leap's stakeholders
- To be the first point of contact for visitors to our offices, deal with telephone queries
- To be an important pillar of our young people's journey, interacting with them daily and also making follow-up contact once they have finished our programmes

PRINCIPAL ACCOUNTABILITIES AND RESPONSIBILITIES

- To be part of the team to run Making The Leap
- To ensure that paper and computer records are effectively created, updated and maintained
- To welcome visitors to Harriet Tubman House
- To co-ordinate a reception facility and ensure that all visitors are welcomed to the premises, answer telephones, record and circulate messages
- To provide reports and statistics, to draft and type documents, and photocopy and distribute information as required
- To ensure that incoming and outgoing mail is appropriately dealt with
- To be a link between the organisation's Associates and the organisation's team members
- Provide post-placement follow-up service to our Fellows
- Participate in Making The Leap's promotional activities (including televisual, radio and written media) as requested

- Any other duties within the general scope of the post
- The post holder must at all times carry out his/her duties with due regard to all Making The Leap's policies including Equal Opportunities, Health & Safety and Safeguarding

PERSON SPECIFICATION

Key Skills:

- Good verbal and written skills
- Good listening skills
- Reliability
- Good computer skills
- Self-motivated, energetic and able to use own initiative and enthusiasm to get the job done
- Professional approach to all tasks, flexible and self-demanding of excellence
- Excellent personal organisational skills and telephone manner

Abilities and Experience:

- Ability to empathise with the young people we exist to serve
- Ability to work to and achieve deadlines
- Ability to identify, plan and prioritise own work
- Ability to work as part of a team and on own initiative
- Ability to maintain a professional image

Personal attributes:

- Willingness to join the organisation's shared soul
- Proactive, self-starter with the energy and drive to complete tasks
- Professional, approachable and compassionate
- A flexible attitude and ability to keep learning

If you wish to be considered, please apply by e-mail to Paola Contessi, paola.contessi@mtl.org.uk , with your CV and a covering letter explaining why you are interested in this position and why you want to work for Making The Leap. The covering letter is your opportunity to talk yourself into an interview: please use it.

*Please note: Any application that does not include a covering letter will not be considered.

Due to the large number of applications we receive, we regret that only shortlisted candidates will be notified.