

National Leaving Care Benchmarking Forum Business & Events Administrator

Job Description and Personal Specification

Job title:	National Leaving Care Benchmarking Forum Business & Events Administrator
Place of work:	Home-Based, with regular national travel
Hours of work:	28 hours/week
Band:	Operations: Operational Support
Reports to:	National Leaving Care Benchmarking Forum Manager
Level of screening:	Enhanced DBS

Who we are

Catch22 exists to help build a society where everyone has a good place to live, good people around them, and a fulfilling purpose. We call these our '3Ps'.

We achieve this in two ways. First we improve lives on the frontline through delivery of public services. Secondly, we use our knowledge to change 'the system', to fix the complex web that can trap and disempower those it was set up to help. With the heart of a charity and the mindset of a business, we are uniquely placed to deliver on this challenging agenda.

Where you fit in

National Leaving Care Benchmarking Forum (NLCBF)

The NLCBF is made up of 131 local authority leaving care teams and aims to improve services and support for care experienced young people. At the heart of our work is our Young People's Benchmarking Forum – ensuring that the voices and priorities of care experienced young people shape our work.

NLCBF's main activities include running 9 hybrid events each year for leaving care professionals and care experienced young people; facilitating online events and workshops throughout the year and working to influence policy and decision makers in government and other public bodies.

Role of the Business & Events Administrator

The role of the NLCBF administrator is to manage a range of administrative systems to support the smooth running of the NLCBF. The administrator will be responsible for managing the annual renewal process for NLCBF members; liaising with event venues; managing event bookings; supporting the planning and delivery of events; maintaining databases; processing invoices & maintaining accurate financial records and taking minutes at meetings. They will be the first point of contact for enquiries about membership and other forum activities.

The administrator will also support the core team, sessional workers and volunteers with travel arrangements.

At events, the administrator will manage the welcome desk, respond to event enquiries and support

speakers and the NLCBF team. Care experienced young people present at all NLCBF events and we are looking for a member of the team who is happy to be supportive to young people who may be nervous about presenting.

The administrator will be part of a small and dynamic team which is playing a key role in improving services and support for young people leaving care in England. The team is made up of 5 core team, 9 care experienced sessional workers and a wider group of care experienced champions/volunteers.

The core team meet in person monthly for a team meeting at a central location and meet approximately once a month to deliver NLCBF events – requiring overnight stays.

Main Duties & Accountabilities

- Managing the annual renewal process for NLCBF members
- Being the first point of contact for the forum, including local authorities enquiring about membership
- Maintaining up to date databases with local authority contacts
- Members website: Updating members' contact information on the website
- Liaising with event venues to arrange bookings, ensure appropriate risk assessments are in place, ensure dietary and cultural needs of event attendees are met.
- Lead on communication with event delegates including managing bookings, providing event information, being the main point of contact for enquiries at events and managing event evaluation process.
- To undertake reception duties including front of house for NLCBF at events.
- Supporting the planning and delivery of events.
- Maintain accurate records of event attendance to contribute to reports.
- Arrange travel and hotels for core team, sessional workers and volunteers.
- Finance – Managing invoices and payments with suppliers in accordance with Catch22's accounting policy and procedures.
- Monitor the financial costs for the project each month and assist NLCBF Manager with development & monitoring of annual budget and regular reporting to Steering Group.
- Taking minutes at monthly team meetings, NLCBF Steering Group and Stakeholder Meetings and other meetings.
- To book, prepare and support online and in person meetings, as and when required i.e Sending out invites, taking minutes, collating packs, distributing relevant papers, organising lunches, setting up breakout rooms and any other requirements.
- Manage the NLCBF inbox, directing communications to the relevant team member.
- Co-ordinate the annual diary for the team Eg. Team meetings, event calendar etc.
- Contact NLCBF's external partners where appropriate

Although the role is home-based, it does involve national travel with a monthly team meeting (currently held in Manchester) and travel to a minimum of 9 events each year, requiring overnight stays. These can be held anywhere in England.

What does good look like for this role?

- Administrative functions of the Forum run smoothly
- Membership renewal process is managed efficiently, which is key to the sustainability of the Forum.
- Local authorities have a smooth experience of booking onto and attending NLCBF events
- The administrator enjoys good relationships with the core team, sessional workers and volunteers
- Flexible approach to the role and to learning new skills.

Organisational Relationships

The Business & Events Administrator reports to the NLCBF Manager and will work closely with the other three members of the NLCBF Core team. They will also support the wider team of Sessional workers and volunteers with travel logistics and at events.

The postholder will have regular contact with other teams within Catch22 including Finance, Health & Safety and other projects across the Young People, Families and Communities Hub at Catch22.

Job Title: Person Specification			
COMPETENCY	ESSENTIAL	DESIRABLE	ASSESSMENT
QUALIFICATIONS	GCSE Maths GCSE English NVQ 3 in Business Administration/Information Technology or equivalent experience		Application
KNOWLEDGE	Understanding of the challenges that young people leaving care face Understanding of data protection principles	Understanding of Safeguarding Understanding of Health and Safety	Interview
EXPERIENCE	Administrative experience Experience of using Microsoft Office programmes, including Microsoft excel Experience of managing data inputting and using databases Experience of managing video meetings using MS Teams & other online meeting platforms	Experience of managing finances of a project Experience of managing events Experience of managing website content Experience of using project management tools Eg. Trello Boards	Application
SKILLS & ABILITIES	Ability to relate to people from different & diverse backgrounds Able to maintain confidentiality and to share information appropriately and professionally. Good organisational and administrative skills		Interview/ Application

	<p>Excellent written and verbal communication skills</p> <p>Ability to organise own work schedule and effective time management skills</p>		
OTHER	<p>Share Catch22 values</p> <p>Awareness of and commitment to Equality & Diversity</p> <p>Willing and available to travel, stay overnight and work flexibly</p> <p>Desire to develop and undertake training as required</p>		Interview