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**Administrator (2 roles)**

## 1. The Organisation

Gendered Intelligence (GI), established in 2008, is a registered charity that works to increase understandings of gender diversity and improve the lives of trans people.

We imagine a world where people are no longer constrained by narrow perceptions and expectations of gender, and where diverse gender expressions are visible and valued.

We are a trans-led and trans-involving grass roots organisation with a wealth of lived experience, community connections of many kinds, and a depth and breadth of trans community knowledge that is second to none.

We believe everyone can be intelligent about gender.

Gendered Intelligence is structured into three departments:

* **Professional and Educational Services**Work with professionals and organisations to develop trans inclusivity in workplaces and services
* **Youth and Communities Work**Work with trans people, especially young trans people, to support well-being and enable trans people to thrive
* **Public Engagement and Central Support Services**Work with the media, general public and major institutions like the government to raise awareness; all internal support functions such as Finance, HR and IT

To find out more, visit [www.genderedintelligence.co.uk](http://www.genderedintelligence.co.uk)

## 2. The Roles

Both roles sit within Central Support Services, which is part of the Public Engagement and Central Support Services (PECSS) Department, alongside other staff delivering administrative support across the whole organisation.

These diverse roles require someone with the ability to undertake day-to-day administration and co-ordination, prioritising tasks and maintaining attention to detail at all times. The postholders will need to work accurately and sometimes under pressure to meet deadlines, and be flexible as well as creative in finding solutions. Both roles involve support for senior colleagues who are members of GI’s Senior Leadership Team (SLT) which can mean a sudden change in priorities in response to unexpected events. We are looking for good communicators, people who are happy to work independently, and take a ‘can do’, proactive approach to the work.

There will be an expectation to help review and improve systems to meet our changing needs. Administrators will also, on occasion, provide cover for other administrators’ duties.

**NB** The person specification and skill set for the two Administrator roles are the same, but the area of work and tasks to be undertaken will be different (see section 5 for details). You will have the opportunity in the application form to indicate if you are interested in one or both of the roles.

## 3. Diversity Information

Gendered Intelligence aims to create a positive working environment for all staff, and is working towards a diverse workforce. We welcome applications from people of diverse backgrounds, abilities and gender identities. We recognise that people from different communities may gain skills in different ways, and while the criteria below refers to formal qualifications, we will view equivalent, relevant experience in a positive light. We encourage trans people, in particular trans-feminine spectrum people, people with disabilities, and people of colour, to apply.

As part of our commitment to increasing diversity, we have included an Equal Opportunities monitoring form with this pack, which is not mandatory, but we hope you will complete. Anonymised data is shared with our Diversity Working Group, which was established in 2019. Via an Action Plan approved by our Board the DWG aims to improve our recruitment processes, as well as the working environment and support available for all staff.

NOTE: In this document, we use the term ‘trans’ as a very broad single-word umbrella term to include binary-identified people, non-binary people, gender fluid people, agender people, those with dual-role and similar gender experiences, and anyone else with an experience of gender like or similar to the above.

## 4. Recruitment Process

Please read the job description and person specification carefully.

Please complete the application form (2 part) that comes with this pack. We have provided guidance that we recommend you read before you fill in the form.

Deadline for submission of applications: **Thursday 9th December at 9am**

Shortlisted applicants will be informed by: Wednesday 15th December

Interviews are expected to take place on **Monday 20th or Tuesday 21st of December**. if you are not available on either of these days please let us know this when you apply.

All job offers are made subject to references.

**Want to learn more before applying?**

As part of our commitment to diversifying our organisation and supporting a wide range of individuals, we are offering a limited number of 10 minute slots to support potential candidates with their applications. These 1:1 online sessions will take place on **Friday 26th November** and will be hosted by a senior member of the GI team, who is not involved directly in this recruitment process; and the interview Panel will not be aware that you have accessed this support. The sessions will provide an opportunity for potential applicants to ask any questions they have about the process, or about how to complete or what to include on the application form. We hope these sessions will encourage individuals from marginalised and/or under-represented sections of our communities to apply for this position. While open to all, we would specifically encourage individuals who are transfeminine or people of colour to apply for a slot. Please email [adminrecruitment@genderedintelligence.co.uk](mailto:adminrecruitment@genderedintelligence.co.uk) by **9am on Wednesday 24th November** if you would like to take advantage of this offer.

**5. Job description**

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| Posts | Administrator  Youth and Communities Services (YCS) Administrator |
| Working Hours | Full Time (35 hours per week).    The expectation is that the postholders will work normal office hours, Mon-Fri; with occasional evening or weekend working (for which Time Off In Lieu will be given), but flexible working applications will be considered. |
| Contract type | Permanent |
| Salary | Band 4: £23,541 – £25,990 + £3,000 London Weighting where applicable |
| Location | Remote, returning to London (King’s Cross) office when COVID allows |
| Line Manager | Finance and Central Services Manager |
| Task Manager | Chief Executive Officer /  Director of Youth and Community Services  (respectively for the two roles) |

**Main Duties and Responsibilities**   
  
**Role 1: Administrator**

This role supports activities across the whole of GI, with specific responsibility for the Helpdesk, GI’s central point support for general enquiries. You will also be working closely with the CEO to manage their diary and deliver other administrative support.

**Main responsibilities**

The range of responsibilities and duties of this role will include the following, although priorities may change in line with the development of the role and other duties may be allocated from time to time.

**Operating the Helpdesk**

* responding to general enquiries coming into the organisation via our website, email and telephone from which they are either dealt with or signposted to appropriate services and team members, and carried out in accordance with our GI Values of being professional, positive and passionate
* having full knowledge of the extent of all services delivered at Gendered Intelligence and of the key team members to refer contacts on to
* keeping up-to-date with key information pertaining to those enquiries, including carrying out research about matters affecting trans people such as transitioning, the law, accessing services, experiences of discrimination etc.
* maintain a log of enquiries and activities
* maintain up-to-date FAQ factsheets and signposting of resources

**Supporting the CEO**

* organise diary appointments for the CEO with colleagues internal and external to the organisation
* support the CEO with meeting planning and preparation, including disseminating papers, minute taking, and follow up actions.
* diarising the CEO’s public events and liaising with the Professional and Educational Services Administrator
* costing up and booking travel and accommodation the CEO (as appropriate post C19)
* supporting the CEO in reporting to funders and supporting other members of the team with their reporting duties
* carrying out administrative duties such as extracting data and drafting reports, preparing for team / Board meetings, supporting external communications and proof-reading copy

**Resources Working Group (RWG)**

* attending the RWG, taking minutes and assisting with the creation of a new filing system for the internal and external storage of resources as well as feeding into RWG with queries and resources requested via the Helpdesk.

**ICT**

* Assist in the development, planning and implementation of a CRM system in collaboration with SLT and PECCS team
* Provide support to team members in ongoing projects and liaise with external providers

**Recruitment/ HR**

* Recruitment admin, including checking the recruitment inbox, processing applications, communicating with the panels and applicants, assisting on the day with interviews

**Supporting the Professional & Educational Services (PES) Team**

* Maintaining the meta-analysis spreadsheet
* Assisting with PES training admin

**General Office Admin**

* provide office-based support for remote workers eg printing, ordering stationery
* maintaining and developing administrative systems, such as managing filing systems

**Role 2: Youth and Communities Services Administrator**

This role is responsible for supporting the Youth and Communities Services (YCS) department’s administrative needs, and the postholder will work alongside the Director of YCS, providing direct support for the Director to ensure smooth running of the whole department.

**Main responsibilities**

The range of responsibilities and duties of this role will include the following, although priorities may change in line with the development of the role and other duties may be allocated from time to time.

**Team Support**

* Being the first point of contract for general enquiries coming into the YCS department (rather than for specific areas of services, such as youth services, helpline etc.)
* Providing administrative support across the YCS team, liaising directly with Heads of Services and Senior Practitioners.
* maintaining and developing administrative systems, such as managing filing systems
* Organising, scheduling and minuting team meetings, including issuing reminders re: outstanding actions.
* costing and booking travel and accommodation for members of the team
* carrying out administrative duties supporting our grants funding, such as extracting data for and drafting reports, preparing for meetings, supporting communications and proof-reading.
* maintaining and developing administrative systems within YCS, including handling our cloud software.
* Supporting monitoring, evaluation and data collection across the department, as well as drawing on existing research and producing literature reviews that will be useful to the department. This work will include gathering evidence needed around the lives of trans and gender diverse people, including young people, as well as evidence around the positive impact of the work that we deliver.

**Supporting the Director YCS**

* managing the diary of the Director of YCS and liaising with colleagues regarding booking team meetings, supervision slots.
* booking the Director of YCS into our public events programming.
* ensuring the Director of YCS has all supervision, probation and appraisal appointments and paperwork up-to-date for the management team in YCS
* keeping up to date with policy and LGBT+ Voluntary Sector landscape, carrying out basic research and analysing documents .
* Working on key documents such as staff handbooks and reports for the Board.

**General Requirements (both roles)**

All staff are required to work within Gendered Intelligence’s policies and practices, ensuring these are carried out in relation to the job, in particular

* Take responsibility for the health and safety of self and others at all times
* Behave in accordance with Gendered Intelligence’s codes of conduct and Equal Opportunities Policy and ensure Equal Opportunities principles are incorporated and adhered to in all aspects of the role.
* Adhering to GI Values of being professional, positive and passionate

You may be asked to undertake other duties and responsibilities, as determined by the CEO, the Director of YCS, or the Finance and Central Services Manager, on an occasional basis.

## 6. Person Specification

We recognise societal structures adversely affect people with marginalised identities / experiences and we are committed to building and supporting a diverse team.

If you feel you have the qualities to fulfil these specifications, but do not have formal qualifications, or feel less confident about your experience, we are keen for you to apply.

Please address each point in the person specification in turn, providing examples for each one. You are welcome to evidence any of the qualities outlined below through a variety of ways outside of paid work. This could, for example, be through organised volunteering roles; caring roles; informal community activity or any other route.

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| **Essential** |
| **Experience & Abilities** |
| Highly organised with an ability to manage your own time, work autonomously under your own initiative, and understand when to seek support |
| Ability to prioritise a varied and changeable workload |
| High level of attention to detail and to finishing tasks to a high level of accuracy and quality |
| Able to multi-task, work quickly, and remain calm and efficient when faced with exacting turnaround times and competing demands |
| Ability to work alone/ without close supervision, as well as being part of a small team |
| Strong levels of confidence in a range of contexts including working with new people and making connections with clients/stakeholders, especially remotely via telephone and email. |
| **Skills** |
| Excellent written skills including proof reading and copy-editing skills |
| Excellent verbal communication and people skills |
| Tact, sensitivity and a diplomatic manner with a range of different stakeholders, including respect for confidentiality |
| Excellent in-box and diary management skills |
| **Knowledge** |
| A good level of awareness and understanding regarding trans and gender diverse people and issues affecting trans communities. |
| Good working knowledge of Microsoft Office including Word and Excel, as well as competent email/ internet skills. |
| **Desirable** |
| Experience of working within a community-led, voluntary sector organisation |
| Experience of working within an LGBTQ setting |
| Ability to offer creative and imaginative input into projects |
| Experience of working with Powerpoint, Gmail, OneDrive, Googleforms, Sharepoint. |

## 7. Additional information

**Annual leave.** You will be entitled to 28 days per annum (pro rata for part-time workers). Our leave year runs from 1st October to 30th September.

**Location.** The GI office is near Kings Cross. Currently all staff are home-based and we are exploring what working practices will look like over the coming months, once it is deemed safe and practical to return to the office. We are open to discussions about flexible working practices, but the expectation is that this role will have a significant office presence (min. 2 days per week) with the flexibility to attend physical meetings on different days as required.

**Hours of work.** GI’s working week is 35 hours; our offices are open from 9am – 6pm. Exact working pattern will be negotiated with the successful postholder, but the expectation is that normal office hours will be covered.

**Monthly timesheets and TOIL**. All staff are required to complete monthly timesheets which must be submitted promptly. GI has a policy for reasonable Time Off In Lieu (TOIL) where this is accrued due to periods of greater activity and agreed with your line manager in advance.

**Training and Development.** GI aspires to be a learning organisation that supports its staff to improve their skills and knowledge. This may be through informal means such as mentoring or work shadowing, or more formal training courses. You will be invited to reflect on your own training needs in discussion with your line manager, initially as part of the probation process and then ongoing through the regular supervision and annual appraisal process.

**Salary scale.** GI uses a salary scale and bands which are based on the NJC scale used by a range of employers across the UK. Annual inflationary increases will be based on NJC negotiated increases with effect from April each year. There is no automatic annual increase of spinal point.

**Pension.** GI is part of the NEST pension scheme, by which employees contribute 5% of their salary and employers 3%. You will be automatically enrolled in this scheme once you start work, but may opt out if you choose.