

# Pembroke House

## Administrator



**Application Deadline: 9am Monday 6 July 2026** Please note we will be shortlisting and interviewing potential candidates throughout this period.

**Shortlisting by Nina Feldman and Sally Carr:** Week of 6 July

**Interviews with Michal Beno and Tara Mack:** Week of 13 July

**You will be required to complete a short IT test if you are invited to an interview, and have an opportunity to meet some other members of the team.**

**To apply:** complete and submit the application form here:

<https://airtable.com/app4I241M6pQ7Nfli/shrCUTTxAkGf1cqit>



Pembroke House actively seeks and encourages applications from candidates from diverse backgrounds. We actively encourage applications from eligible candidates from global majority backgrounds. We strongly encourage applications from people who live locally, and put a high value on what lived experience of the local area could bring to this role, and the organisation as a whole. In addition we support reasonable adjustments that would allow people to take up our roles.

We will offer guaranteed interviews to any candidate who meets the essential person specification AND who also has either a strong connection to Walworth, is from ethnic minority backgrounds or has not accessed higher education.

**Pembroke House**

80 Tatum Street, London SE17 1QR | 020 7703 3803  
info@pembrokehouse.org.uk | @Pembroke1885

Registered Charity Number: 1177866 Registered Company Number England and Wales: 10586362

## **Brief Description**

You will apply administrative support to all aspects of Pembroke House's work, in particular ensuring the smooth running of Hall Hire and the Pembroke Academy of Music

**Responsible to:** Facilities Manager

**Location:** Pembroke House, 80 Tatum Street, SE171QR, and the Walworth Living Room, All Saints Hall, Surrey Square, SE172JU

As we are a neighbourhood based organisation we believe it is essential to our work that staff are present in one of our sites in Walworth as much as possible. Due to the nature of this role, you will be required to work from our buildings at all times.

**Hours of Work:** 28hrs (0.8FTE) - 35hrs (Full Time) per week. Available to work Monday - Friday (if taking a 0.8 FTE contract this needs to be spread across 5 days) and Wed 1pm-9pm, to ensure you are present for our evening sessions of the Pembroke Academy of Music during term time - 30 weeks per year.

**Happy to Talk Flexible Working!** The types of flexibility that are available for this role are:

- A reduced 28 hours contract (0.8FTE)
- Flexitime

**Salary:** £29,395 FTE per year (pro rata)

**Contract length:** 1 year with possibility of extension subject to funding.

**Questions:** Contact Michal Beno at [michal.beno@pembrokehouse.org.uk](mailto:michal.beno@pembrokehouse.org.uk).



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# Role Overview

In this role you will be responsible for office management and administrative support across Pembroke House's work, from supporting governance functions, to leading on Hall Hire bookings and supporting programmes in our buildings and in the wider neighbourhood.

You will be passionate about delivering and improving our processes to streamline our work, and enjoy bringing your skills in organisation and process management to a vibrant team. You will be comfortable multi-tasking and shifting priorities when needed on tasks such as answering the phone, ordering supplies, organising the logistical details of room hire and supporting the delivery of events.

If this role is done well you will embed a solid foundation from which our work can flourish. You will be a key external voice and face of Pembroke House and will sit at the heart of a dynamic team, ensuring that visitors are welcomed, enquiries are dealt with efficiently and that information flows effectively through the organisation.

## Pembroke House

Pembroke House is a neighbourhood organisation. We are working towards a connected, just and thriving Walworth. We believe in the power of a neighbourhood to tackle our biggest social challenges.

We were founded in 1885, by students from Pembroke College, Cambridge, as one of the first settlement houses. Shocked by growing poverty and inequality, the pioneers of the settlement movement sought a new approach: taking up residence to live, work and solve problems alongside local communities. We continue to share a building with St Christopher's church, which has its roots in the same student settlement.

For over 130 years, we've been working to bridge traditional divides and unite people – whatever their background or walk of life – in building a better Walworth.

## The Pembroke Academy of Music

PAM is an open-access music project based that offers around 50 local children aged 7 to 14 the chance to learn music through heavily subsidised tuition. On Wednesday evenings during term time, students receive small-group lessons in violin, cello, trumpet, trombone, guitar, clarinet or flute. Alongside instrumental tuition, students take part in musicianship classes, ensembles, choir, and composition lessons.

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## Job description



*This job description and person specification outlines the key accountabilities of, and output required from, the postholder as well as skills, qualifications and experience needed in order to carry out the role. It is not a definitive list.*

### Main Duties and Responsibilities

1	<p><b>ORGANISATIONAL ADMINISTRATION</b></p> <ul style="list-style-type: none"><li>• Providing a welcoming and professional first point of contact to Pembroke House in person, by telephone and email.</li><li>• Oversee the environment of the office, meeting rooms and shared spaces, ensuring they are safe and presentable.</li><li>• Manage office orders and services ensuring staff have equipment and services required.</li><li>• Maintain and manage office systems including key registers and parking arrangements.</li><li>• Lead on finance tasks such as Petty Cash, Cash banking, setting up payments for invoice run.</li><li>• Support with administering staff recruitment processes.</li><li>• Oversee induction of new starters including setting up hardware and introduction to required software.</li><li>• Administer DBS checking process for all staff and volunteers.</li><li>• Support with administration and logistics for events and working groups across programmes and neighbourhood work streams.</li></ul>
2	<p><b>HALL HIRE</b></p> <ul style="list-style-type: none"><li>• Manage all hall hire bookings across 2 sites including processing enquiries, building inductions, setups and refreshments.</li><li>• Ensure the buildings are used safely and within agreed contracts.</li><li>• Issue invoices and ensure payments are received.</li><li>• Drive Hall Hire income generation through proactive approaches and outreach initiatives.</li><li>• Ensure the bookings systems are kept up to date and record necessary data for internal reporting.</li><li>• Serve as the main point of contact for staff regarding space inquiries.</li><li>• Drive Hall Hire system improvements to increase efficiency and customer satisfaction.</li><li>• Liaise regularly with the Caretaker to agree task allocation, organise the opening and closing of the buildings for out of hours bookings.</li><li>• Ensure all due diligence records are accurate, complete, and appropriately filed.</li></ul>
3	<p><b>GOVERNANCE SUPPORT</b></p>

	<ul style="list-style-type: none"> <li>• Ensure records on the Charity Commission and Companies House are up-to-date and accurate.</li> <li>• Manage correspondence with trustees.</li> <li>• Ensure smooth running of trustee and sub committee meetings process, including taking clear and accurate minutes and circulating agendas and papers.</li> </ul>
<b>4</b>	<p><b>PEMBROKE ACADEMY OF MUSIC</b></p> <ul style="list-style-type: none"> <li>• Supporting the on site delivery of PAM including setting up and clearing away, taking the register and coordinating volunteers.</li> <li>• Ensure PAM bookkeeping and accounting is up to date.</li> <li>• Ensure PAM record keeping is up to date and following GDPR guidelines.</li> <li>• Responsible for correspondence with PAM parents including new enquiries, waiting lists and progression routes as well as ensuring high levels of attendance</li> <li>• With the PAM Manager ensure the instrument library is well maintained and stocked, and that there is an accurate record of all loans.</li> <li>• Administer feedback forms, student reports and music exams.</li> <li>• Support PAM Manager with concerts and collaborative projects.</li> </ul>
<b>5</b>	<p><b>OCCASIONAL DUTIES</b></p> <ul style="list-style-type: none"> <li>• Attend special events organised by Pembroke House which may be during the evenings or at weekends.</li> <li>• Complete other tasks commensurate with the level of the role</li> </ul>
<b>6</b>	<p><b>OTHER</b></p> <ul style="list-style-type: none"> <li>• Take part in weekly and monthly meetings of all staff or smaller project-based teams helping foster effective team-working and a coherent approach across all our activities.</li> <li>• Contribute to developing the learning framework for our organisation as a whole by taking part actively in discussions and learning days.</li> <li>• Take part in the life of Pembroke House by mucking in when a team effort is required to get something done.</li> <li>• A commitment to the Equal Opportunities Policy of Pembroke House</li> <li>• To act as First Aider and Fire Marshal</li> </ul>
<p>The above job description is a guide to the work you may be required to undertake but does not form part of your contract of employment. Pembroke House reserves the right to change the duties detailed in this job description to reflect changing circumstances. Changes will be introduced following discussion with the post-holder.</p>	
<b>Job Description prepared by</b>	Nina Feldman
<b>Date</b>	1 June 2026

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## Person Specification



### Who we're looking for

The person we appoint to this role will have a passion for organisation and the smooth management of processes. You will enjoy working with a range of people including residents of all ages and backgrounds. As a member of a small and enterprising team you will also be ready to muck-in to support others as required.

You will be able to manage competing demands on your time as you will be working in a fast-paced office environment. You will have an eye for detail, the drive to see tasks through to completion and be confident working unsupervised for some of the time.

You will take on responsibility for ensuring that hall hirers get what they are expecting, and must be confident and able to be firm when you know we are unable to fulfil a request. In addition you will oversee the Pembroke Academy of Music, ensuring that it continues to be an efficient and joyful programme.

	Tested at
<b>Experience - Essential</b>	
2 years' experience as an Administrator, Office Manager or similar role	Application
Proven experience of working in a fast paced environment and multi-tasking	Application
Good working IT skills, comfortable working with Google Workspace	Pre-Interview Task
<b>Experience - Desired</b>	
At least 2 years working in a mixed community or neighbourhood setting	Application
Fluency in a language other than English, particularly Spanish or Arabic	Application
<b>Personal Attributes - Essential</b>	
Available to work Monday - Friday (if taking a 0.8 FTE contract this needs to be spread across 5 days)	Interview

The ability to work on Wednesday evenings during term time (30 weeks per year)	Interview
Excellent written and verbal communication skills	Application/Interview
A good eye for detail and ability to find creative, alternative solutions to recurrent issues	Interview
Strong organisational and time management skills	Interview
Ability to maintain professionalism and diplomacy in challenging situations	Interview
Flexible with excellent prioritisation skills	Interview
Able to work independently - comfortable using their own initiative	Interview
A Team player, open to direction and welcoming feedback from others	Interview
<b>Personal Attributes - Desired</b>	
Interest in new software and systems to improve work processes	Interview
A people person, with excellent interpersonal skills, able to transmit key messages quickly and clearly	Interview
Experience of engaging with community networks within the Walworth area.	Application/Interview
Experience of living in Walworth or the surrounding area.	Application/Interview

## Special Conditions

- An enhanced DBS check will be required for responsibilities relating to PAM.
- Willing and able to work from the charity's premises - some time working at home may be possible too based on a flexible working request.
- Ability to work occasionally outside of normal office hours including evenings and weekends
- Commitment to protecting children, young people and vulnerable adults, in line with Pembroke House's safeguarding policies
- Completion of a Confidential Declaration Form and a Basic DBS check as this role meets the criteria of regulated activity.

For further information about Pembroke House, please visit our [website](#).

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# Benefits

**Salary:** £29,395 FTE per year (pro rata)

Cost of living will be reviewed annually and is currently pegged to the Higher Education single pay spine – a collective agreement negotiated between five trade unions.

## Working culture

Many of the team are part-time employees and we all come from diverse backgrounds and experiences – ranging from local and central government and youth & community work, to academia, music, performance and politics. Each staff member has a personal development budget to ensure they feel confident in their roles and have space to grow.

Food plays a central and growing role at Pembroke House: when possible we run community lunch clubs, monthly team dinners, healthy breakfasts, and lunches. We also do team trips to shows and exhibitions and offer a staff discount on food and drink at the Walworth Living Room.

We invest in a lively office culture, and support our staff to work flexibly when this can be accommodated. No-one at Pembroke House is confined to a desk or computer — everyone chips in with projects, events and activities.

We subscribe to a generous cycle to work scheme as well as an electric car leasing scheme.

## Leave

We want to support our staff as best we can, and recognise that time away may be needed for different reasons.

**Annual Holiday Leave:** 28 days paid annual leave per annum (pro rata), plus the standard Bank and Public Holidays and three discretionary days between Christmas and New Year.

The leave year begins on 1 April. During the first year of employment, you will be entitled to annual leave on a pro rata basis

**Sick leave:** Once staff have passed probation they are entitled to our enhanced sick leave policy

**Dependency Leave:** We know that balancing work with caring responsibilities is hard, which is why we have a policy that allows for some time off to support this.

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**Compassionate Leave:** When serious and life changing events happen, our compassionate leave policy allows for time off to process and recover.

## **Pension**

A 5% employer's contribution to the pension scheme is offered, subject to qualifying criteria.



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