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## JOB PACK:

### Head of Administration

### Full Time. Office based in Canterbury

Apply by: Sunday 6th October 2024, Midnight

#### **Background to this job**

We are seeking someone who would relish and be committed to holding the responsibility for all central administrative work, line managing and leading a friendly and supportive office and administrative team.

We are recruiting for this post, in response to recent organisational growth, which you can read more about further along in this job pack. You will have the advantage of a comprehensive induction with a colleague who is currently leading on administration for bemix. There will be an agreed timeline for the handing over of work and induction, which once completed, will liberate you to take over full oversight and responsibility for the administration team and all associated themes of central administration work.

The Administration team play a crucial role in ensuring the smooth and efficient day-to-day operations of bemix. The Head of Administration role requires a highly organised and detail-oriented individual with great people management experience, and a solution-focused and practical mindset. It would suit someone who's working in a Senior or Management administrative role or at Company secretary level.

We need someone for the Head of Administration post who brings a positive and

can-do attitude to current and future projects and who is dedicated to making a positive contribution to the organisation's overall success and growth. This diverse and rewarding role will suit someone who is motivated and energised by supporting colleagues and teams, meaning they are freed up to do their job well.

You will be warmly welcomed into the bemix central team, working alongside our Head of Wellbeing, Head of Finance, Director of Arts and Social Enterprise, Head of Supported Employment and Head of Workforce Development. The Co-Chair of the bemix Board also regularly joins central team meetings, to bring a connection between the central and wider team and the bemix Board.

This role needs someone who; has the skills and tenacity to quickly and confidently learn the role, has fantastic administration, operational and IT know-how and is confident working across different packages and platforms, and can hold a busy daily and weekly workload. Someone who enjoys taking the initiative when problems and issues arise and who has proven office management and whole company administration experience to draw on. The role demands someone to work on a large array of different and changing tasks, who is energised when working with others and approaches their work in a calm and organised way, even when working under pressure or interruptions. Ensuring colleagues are updated on the progress of work, deadlines are met without the need for leaders to continually check on progress and work requests are completed fully and completely.

An important aspect of the role is being physically present and engaged with the office team in Canterbury, being a supportive and calm mentor and guide when needed, so that the team can carry out their own roles well and with confidence.

We need someone who would relish the opportunity to visit and spend time with the bemix projects, to learn about what we do as an organisation. Someone who genuinely understands that when working alongside and talking with people, it should always be with respect, non-judgement and kindness.

The day-to-day role entails using different forms of technology. Someone who enjoys using IT to benefit their own and others work (working at an excellent, competent level) is required, (Google Suite including Gmail and google docs, creating presentations, designing webforms etc, alongside learning how to create app's and workspaces and using our web-based collaborative platform, Podio). Often you will be helping colleagues with IT set up, fielding issues to our external IT company and making sure problems are resolved quickly.

*Liliane - Former Administrator with bemix says:*

*“Working as an Administrator for bemix has been a pleasure - the ethos and family spirit of the organisation is something I have not experienced before.*

*The support on offer to all of the workforce is especially admirable. I have developed both professionally and personally in this role and am very grateful for all that I have learned here. It is so rewarding to see the positive impact that everyone's work has each day!"*

Steve - Director - Senior Expert by Experience says:

*"I'm very proud to have a learning difficulty. There is only one person like me and why should I hide away because I've got a learning difficulty. People can do whatever they want if they get the right support and information"*

## About bemix

For over 20 years, bemix has grown in strength and size, developing creative project groups, social enterprise projects, holistic 1:1 Life Choices support, Post-16 supported employment programme, alongside vital and pioneering self advocacy and Be a Leader work.

We are people with and without learning difficulties and/or autism, working and learning together, across Kent. Whether it's to be seen working, be heard campaigning or belong to a friendly group of people, people achieve their goals with bemix.

We see our work as a [vocation](#) and contribution to social change. We are committed to, and energised by, our vision and values.

In recent months, bemix has become part of a newly formed partnership comprising [Aucademy](#), [bemix](#), [Canterbury Christchurch University](#) and the [Kent Autistic Trust](#) which have been commissioned by the Kent and Medway Integrated Care Board (ICB) to implement the Oliver McGowan Mandatory Training on Learning Disability and Autism in Kent and Medway (OMMT). You can read about the training [here](#). For this new project, we will be setting up a new site in Maidstone and employing a dedicated project administrator who will be based at this site. Although we won't require you to oversee or line-manage the administrator based in Maidstone, (this will be the Project Lead for OMMT) we'd like someone experienced in building inclusive teams and who has ideas on how to collaborate on streams of work, when people are working across different locations.

Watch our short film to find out more about our amazing organisation:

<http://www.bemix.org/bemix-film>

We support people with learning difficulties and/or autism to speak up and make

choices and become more independent in learning, housing, work, health, money, travel, leisure and relationships.

We support people to hear, respect and empower people with learning difficulties and/or autism. We promote positive action to challenge negative attitudes about disability and work with local communities so that people with learning difficulties and/or autism become fully included and no longer segregated.

Co-production is a core value and established working culture for bemix. This means people work equally together to make the most of their experience and skills. A typical bemix project will be led by two people – one with and one without a learning difficulty. This equally values expertise gained from an individual, personal perspective and professional work experience and training.

You can also find out more about the bemix Supported Employment programme by watching the [bemix Supported Employment film](#).

## Job Description

### **Main aim:**

To oversee, plan and steer the administration across the organisation. With proven skills and experience to confidently approach different tasks and requests throughout the day with a solution-focused, confident and resilient working manner. You will lead, support, unite and develop the office administration team, so that great things can be achieved. The role needs someone who instinctively takes the approach of reviewing and developing systems, tracking progress on projects and thrives on organising and planning a busy calendar of work.

Holding oversight for the bemix mainline, email inboxes and other communication channels, ensuring all are well-manned across the whole week by the administration team and answered in a friendly, helpful and professional manner. Stepping in to provide practical help when needed, to ensure an excellent pathway of communication (both external and internal) is maintained at all times.

### **Start date:**

As soon as possible. We are open to waiting for a notice period to be worked, but it will be important that the successful candidate can join us within 4-6 weeks of being

offered the role. You will have the positive benefit of a supportive and full hand-over from the colleague in the current Administration Lead role, who is progressing into a new role within bemix.

- Hours:** Working 37 hours per week, working Monday - Friday between 9am - 5pm . Working hours need to have flexibility to respond to tight deadlines with extra hours, taken as time off in lieu.
- Salary:** In the range of £30,000 - £34,000 per annum. With an offer made based on experience and proven track record.
- Salaries are paid in arrears on the 28th of the month for the work completed from the 22nd day of the previous month to the 21st day of the current month. This allows five days to prepare payroll.
- Pension:** Contributory pension scheme – generous employer contribution of 5% of salary. Salary sacrifice scheme is available.
- Location:** You will be office based, at the Canterbury Innovation Centre, University of Kent site. With access to great facilities, including free parking, cafe, reliable local transport connections and lovely outside spaces to explore on breaks/lunch/walking supervision.
- Duration:** Permanent.
- Probationary Period:** 3 months
- Notice Period:** 2 weeks’ notice during probation period to be given of intention to leave. As this is a Senior role, following successful probation, we ask for twelve weeks’ notice to be given of intention to leave.
- Annual leave:** 25 days per annum plus eight public holidays
- Line management:** We are going through an exciting development period, with some existing colleagues transitioning into new roles within bemix. The line manager for this role has yet to be decided.

## **Main responsibilities:**

You will confidently and calmly assume full ownership and leadership of the company's administrative functions, working closely with the existing administration team to identify, delegate, and manage tasks. Your goal is to free up Project Leads and the Central Team to focus on their core responsibilities. This role involves receiving, prioritising, and executing requests, projects, and tasks from various projects, ensuring that the approach is well-planned to achieve optimal results.

You will collaborate with a diverse range of individuals, including the administration team, Project Leads, Experts by Experience, bemix project members and young people, Supporters, the Central Team, and the bemix Board. You will take the lead on new administrative tasks, developing and implementing processes that are clearly understood by the team members responsible for their execution.

You will improve administration processes to make them more efficient and effective, working with the IT Lead to make full use of technologies such as automation and AI.

In partnership with the Assistant Office and Admin Lead, you will take proactive steps to maintain a calm and productive administration and finance office. This often requires discreet coordination of workspace allocation within the innovation centre, as well as facilitating sensitive and confidential conversations.

You will guide and support colleagues in navigating both expected and unexpected scenarios with a non-judgmental, calm, and solution-focused approach. Flexibility is key, as you will be required to work from or visit any bemix site as needed, whether to meet with external suppliers or to assist a Project Lead with administrative tasks.

You will ensure excellent responses to incoming telephone, email, and web-form enquiries between the hours of 9 a.m. and 5 p.m., Monday to Friday. You will take responsibility for managing these contact points, ensuring they receive consistently prompt and high-quality responses throughout the year, except for the week between Christmas and New Year. This includes coordinating coverage when colleagues are on leave, in meetings, or unexpectedly absent.

You will take the lead for the organisation on our internal communications. This means ensuring all internal communications reflect our values and culture and are clear, proportionate, inclusive and accessible.

Additionally, you and your team will organise and facilitate medium- and large-scale bemix events. This includes finding and booking venues within budget, maintaining clear communication with the team and participants, planning venue setups in line with the event leader's requirements, and arranging hospitality, catering, and

refreshments. Your attention to detail will ensure that those leading meetings can focus solely on their roles.

You will manage requests, projects, and tasks from various sources—including email, Podio (our collaborative working IT software), phone calls, and face-to-face meetings—implementing your tried-and-tested methods to prioritise and organise your workload. Your line manager will be confident in your ability to work autonomously and efficiently.

Regular communication with our IT support service will be essential to ensure the timely resolution of help desk tickets, and you will assist the workforce in submitting these tickets as needed. Additional responsibilities may be assigned by the bemix Central Team, as agreed with your line manager.

You will be the organisation's Data Protection Officer, and the owner of our Data Protection Policy.

## Person Specification

### It is essential that:

- You have demonstrable experience in leading and managing administrative functions within an organisation.
- Your approach to working alongside and leading a team, is supportive, non-judgmental, uplifting and creative.
- You see your work as a [vocation](#) and contribution to social change. You are committed to, and energised by, our vision and values. We believe in achieving equality for people with learning difficulties and/or autism. In bemix, we seek to recruit people who are looking for more than a job, and are passionate about making a difference.
- You are a natural communicator with a good standard of written English and great interpersonal skills. You must be able to communicate well with different types of people and organisations and be patient when people are speaking.
- You have strong IT skills, especially using G suite ( Gmail, Google Meets, Google docs) or the ability to adapt to using different systems.
- You have a proven ability to prioritise, delegate, and manage multiple tasks and projects efficiently.
- You are confident and motivated to support organisational

growth/development.

- You are someone who can demonstrate experience in successfully organising and facilitating medium- to large-scale events, including being the host on the day, logistics such as venue booking, hospitality, and participant coordination.
- Ability to create, implement, and communicate effective administrative processes to team members.
- You have strong leadership skills with the ability to inspire and manage a diverse team, fostering a positive and productive work environment.
- Someone with excellent verbal and written communication skills, with the ability to interact effectively with a wide range of people.
- You take a calm, non-judgmental, and solution-focused approach to both expected and unexpected challenges.
- Someone with exceptional organisational skills with a methodical approach to workload management and task prioritisation.
- You are discreet and trustworthy. You must be able to maintain confidentiality and be self-aware to know in which working environments information should be shared, when it shouldn't, and with whom.
- Your working style means that you tend to foresee the things that will need attention long before they arise! You find ways of supporting a team in a more proactive, rather than reactive manner.
- You are willing to work across different locations and adapt to changing work needs, including occasional travel to other bemix sites.

**It is also very important that you can demonstrate that:**

- You are self-motivated and proactive in identifying and addressing administrative needs and challenges.
- You can maintain a calm and focused demeanour in a busy and dynamic work environment.
- You have meticulous attention to detail, ensuring high-quality outcomes in all aspects of work.
- You are a collaborative team player who supports and encourages colleagues, contributing to a positive workplace.
- You are keen to find out more about co-productive and person-centred ways of working alongside people, so you can work in this way with people who face



disadvantages.

- You understand and practise Equality and Diversity.
- You are enthusiastic to take part in work-based training and build on the skills and knowledge you already have.
- You have some knowledge of the education and/or social care sectors and of working with people with a learning difficulty and/or autism.
- You can support people well and understand that people need different types of support at different times.
- You have experience mentoring and supporting members of your team.

**It is desirable that:**

- You have experience working with the collaborative web-based platform, Podio or similar platforms. Although we are fully committed to offering training and support during your induction period, as needed.
- You are knowledgeable and experienced in Data Protection, or receptive to training if you have not held this role before.

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If you feel you have the experience for this role, share the bemix EPIC values and would like to be part of a fantastic growing team, then we would love to hear from you.

How to apply:

Complete the bemix on-line application form by following this link:

<https://www.bemix.org/apply-for-a-job>

Apply by: Sunday 6th October 2024, Midnight

Shortlisting date: Throughout Monday 7th October and Tuesday 8th October

We will contact you by email on Wednesday 9th October to let you know the outcome of the shortlisting and whether you have or haven't been shortlisted for an interview.

Interview date/s: Monday 14th October and/or Tuesday 15th October. We will invite you to meet some of the team and ask you to complete aptitude assessment/s, alongside joining us for a more formal interview. More details about the format of

the interview and assessment stage will be shared if successfully shortlisted. Interview process may involve multiple stages.

Location: Canterbury Innovation Centre, University Road.

For enquiries please email: [recruitment@bemix.org](mailto:recruitment@bemix.org)

### **Information about bemix Safer Recruitment procedures**

Every organisation that works alongside and supports children, young people and vulnerable adults is required to have policies and procedures to make sure those children and vulnerable adults are safe. bemix has robust recruitment and selection procedures in place to identify and deter people who might abuse others or are otherwise unsuitable for employment.

Please take the time to read our safeguarding statement which follows:

“bemix is committed to safeguarding and promoting the welfare of young people and expects all staff and volunteers to share this commitment. We strive to ensure that consistent effective safeguarding procedures are in place to support families, children and staff in our projects and in work placements.

The Designated Safeguarding Leads (DSLs) are Helena Jennings – for young people and Steve Perry for Adults, who can be contacted directly or use the dedicated email: [safeguarding@bemix.org](mailto:safeguarding@bemix.org).

bemix has policies and procedures in place which all colleagues are expected to work alongside, to deal effectively with child protection, protection of vulnerable adults and safeguarding concerns. To support the training of colleagues, bemix offers a thorough induction into our policies and procedures and mandatory Safeguarding and Prevent training for all colleagues. Training opportunities are identified to ensure that colleagues are able to meet the needs of young people and adults, this includes Safer recruitment and Child Sexual Exploitation training.

All colleagues working alongside bemix use a secure platform (Podio) to record safeguarding concerns, with the DSLs ensuring relevant colleagues only have access to the entry in line with GDPR and our Safeguarding procedures.

The Designated Safeguarding Leads oversee all active cases until closed. All bemix colleagues are responsible for and take an active role in Safeguarding, and where identified work with young people / adults, families and external agencies until a Safeguarding concern is closed. bemix will refer safeguarding concerns to the relevant local authorities safeguarding team and work with young people, adults and

families to understand the actions taken, and to maintain a supportive working relationship.

To promote a safe environment for young people and adults at bemix, our selection and recruitment policy includes all statutory checks on staff and regular volunteers including Enhanced DBS (disclosure and barring service) checks as well as seeking references from previous employers.

Attendance is monitored closely and concerns are shared as appropriate with everyone involved, from young people, adults and parents/carers, Social Care and the school Safeguarding Team.

If you have any serious concerns about someone that attends any bemix projects please do not hesitate to contact a member of the Safeguarding Team who will be able to provide you with the best advice and help using the appropriate degree of confidentiality”

### **Criminal Record Self Disclosure**

As part of our Safer Recruitment procedure and to comply with Keeping Children Safe in Education, it is the policy of bemix that all applicants will be required to complete a Criminal Record self-disclosure form as part of the application process. This is a declaration that states that there is no reason why someone applying for a job role with bemix should be considered unsuitable to work with children or vulnerable adults. The self-disclosure form invites candidates to provide details of all unspent convictions, spent convictions and cautions that are not “protected” as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2013) by SI 2013 1198. Candidates are not required to disclose anything that would currently be filtered from the Police National Computer by the Disclosure and Barring Service. Guidance and criteria on the filtering of these cautions and convictions can be found on the Disclosure and Barring Service website.

The Criminal Record Self-Disclosure form is confidential and will not be seen by recruiting managers unless the applicant has been successfully short-listed for the vacant post.

Failure to declare relevant information may disqualify the candidate from the appointment and, if appointed, may render the individual liable to immediate dismissal without notice. All applicants are required to sign and date the declaration.

Completed self-disclosure forms are returned electronically and stored securely, in a confidential on-line workspace. All information provided will be treated as

confidential and managed in line with relevant information/data protection legislation.

See appendix 1 for an example of the self-disclosure form.

## **DBS**

An enhanced DBS will be applied for in the following situations:

- Whenever a new person joins (or returns to) the workforce (including if they have an in-date certificate from another organisation, exception may be made in some circumstances if that person is registered with the update service).
- Whenever a new person joins bemix as a volunteer.
- When a workforce member or volunteer's most recent certificate is 3 years old.

## **Overseas good conduct check**

Good conduct overseas checks are required for any workforce member that is joining and working within the Supported Employment team, who has worked or lived overseas for a period of 3+ months within the past ten years. Requesting Good conduct overseas checks is a requirement of the Department of Education and forms part of the Single Central Record (SCR) pre-employment checks that we (bemix) have to carry out for new colleagues joining the workforce. The Single Central Record (SCR) is a comprehensive record of personnel information that Ofsted can ask to audit as part of standard inspections.

When people apply for a new job role with bemix, they complete the standardised bemix application form, which asks if someone has worked or lived overseas for 3+ months. If they answer yes to this question, then further details should be supplied (by them). If an offer of employment is made, then we (bemix) will need to give the candidate information about applying for 'Good Conduct Overseas Checks'. These are necessary for each Country that they lived/worked in. More information can be found here: [www.gov.uk/.../criminal-records-checks-for-overseas-applicants](https://www.gov.uk/.../criminal-records-checks-for-overseas-applicants).

The 'Good Conduct Overseas Check' applications must be made and paid for (some Countries do not charge a fee but others do) by the individual themselves (bemix are not authorised to apply for them on someone's behalf). bemix will consider reimbursing 50% of the cost of the overseas check. Some Countries allow the checks

to be applied for on-line and others require the person to make an appointment with the Embassy or High Commission Office, for an in-person application.

## **Right to Work**

In order to comply with the Asylum and Immigration Act 1996 – Prevention of Illegal Working – candidates invited to interview will be asked to bring certain documentation to the interview which shows their eligibility to work in the UK. No offer of employment can be made unless one of the original documents listed on the Home Office Right to Work Checklist is produced. The candidate's original documents must be checked, and a signed and dated copy retained in line with bemix's recruitment and retention policy. The Home Office Right to Work Checklist shows the acceptable identity documentation as currently defined by the Home Office and further information on establishing an individual's right to work can be found at:

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/774286/Right to Work Checklist.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/774286/Right_to_Work_Checklist.pdf)

## **Referencing**

It is bemix's policy to request references from current and former employers, following a successful interview. A conditional offer of employment may be made, and this will be on condition of, amongst other due diligence, satisfactory references, work history being verified and DBS being applied for and received by bemix.



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## Appendix 1. Example of Self-disclosure form for posts involving contact with children and vulnerable adults.

All fields to be completed in full and set as required when using in type form format.

Part one

### SELF-DISCLOSURE FORM FOR APPLICANTS FOR POSTS INVOLVING CONTACT WITH CHILDREN AND VULNERABLE ADULTS

bemix is committed to safeguarding children and vulnerable young people and adults from physical, sexual and emotional harm.

As part of our Child and Adult Safeguarding Protection Policy, we require applicants for posts involving contact with children and vulnerable young people and adults to complete this self-disclosure form. This is a declaration that all candidates sign, stating that there is no reason why they should be considered unsuitable to work with children or vulnerable adults. All information will be stored securely and confidentially and will only be read if you are shortlisted for an interview.

Having a criminal record will not necessarily bar you from working with us. This will depend on the nature of the position and the circumstances and background of your offences.

WHAT IS YOUR FULL NAME?

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Part two

Have you ever been convicted of any criminal offences?

Yes

No

If Yes, please supply details below of any criminal convictions, including dates:

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Note: You are advised under the provisions of Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 as amended by the Rehabilitation of Offenders Act 1974

(Exceptions) (Amendment) Order 1986 you should declare all convictions including 'spent' convictions, warnings and reprimands.

**Part three**

Are you a person known to any Children and Families Social Care Department as being an actual or potential risk to children or vulnerable young person or adult?

Yes

No

If Yes, please supply further details below:

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**Part four**

Have you ever had any disciplinary sanction relating to child or adult abuse?

Yes

No

If Yes, please supply further details below:

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Note: Please check that if you have answered Yes to any of the questions above, that you have also given sufficient details relating to your answer.

**Declaration**

I declare that to the best of my knowledge the information given above is correct and understand that any misleading statements or deliberate omission may be sufficient grounds for cancelling my appointment. I understand that I will be asked to apply for a Disclosure Barring Service (DBS) check and consent to do so.

I understand that the information contained in this form and in the Disclosure may be disclosed, where strictly necessary, to regulatory bodies and/or third parties who have an interest in child protection issues.

Signature

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Date

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