

Engagement and Administrative Assistant

Job Description

Role: Engagement and Administrative Assistant

Hours: 25 hours per week (Mondays preferred, Fridays required)

Salary: £ 29,000- £ 31,000 annual FTE pro rata depending on experience

Line Manager: Office Manager

Contract: permanent

Purpose of the role: Working within Baobab's welcoming and dynamic admin team in our Therapeutic Community, the Engagement and Administrative Assistant is a dual role. In your Admin assistant role you will provide comprehensive administrative support to operational, research and advocacy teams. In your Engagement Assistant role, you will lead on developing a successful programme of youth activities at the Baobab Centre (as Baobab Youth Activities Coordinator) and will focus on prioritising young people's engagement in advocacy and research.

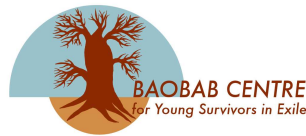
Key Responsibilities of this Role Include

General Administrative Duties:

- Assist with daily office operations, including answering phones, greeting visitors, and maintaining a welcoming environment.
 - In particular, welcome young people and visitors to the Baobab Centre, being available to engage in building social relationships with community members on reception through everyday interactions
 - Attend to community members' admin needs (for instance reimburse travel fares)
- General admin tasks:
 - Maintain and update databases (young people, staff, volunteers, etc.) with contact information, attendance records, and other essential data.
 - Support managing of petty cash, office supplies, and assist with routine office errands (e.g., Post Office runs).
 - Support casework and clinical teams with ad hoc administrative tasks in the office (including room bookings, scanning, online meeting set-ups, etc.).
- Community Life:
 - as part of the admin team, support the organisation of community meetings and other Baobab community events;
 - participate as a member of the Baobab Community (staff and community meetings, community activities, etc.). TOIL may be taken for any out-of-hours activities.
- Supervision: Attend and engage with regular supervision meetings with your line manager and with the admin team meetings and reflective group

Data Management and Compliance:

- Support team with general IT issues.
- Assist staff with using online platforms, including Microsoft Office365
- Assist with monitoring compliance with data protection and security policies.



Engagement Assistant:

Youth Activities Coordinator

- Reporting to the Office Manager, lead in the development of a successful youth activities programme at Baobab
 - Develop a structure for youth involvement in the development of activities to facilitate co-design and co-participation
 - Lead on initiatives and planning for activities (including building partnerships with activity providers), ensuring team and youth participation, feedback, safeguarding, as part of our MDT and Therapeutic Community model.
 - Organise participation and evaluation of activities programme.
- Assist with internal and external communications around events and activities for young people at the Baobab Centre.

Community Members Engagement

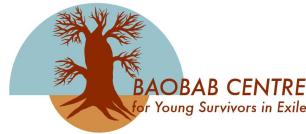
- Working with the CEO, assist in the development of engagement of young community members into Baobab governance (Young Survivors Advisory Group, Trustee trainees, etc.).
- Working with the Office Manager, assist with the development of volunteering opportunities for young community members at Baobab.

Young Survivors Voices

- Working with the CEO/the Office Manager, assist in supporting empowerment of young community members by developing knowledge-sharing in asylum and social care systems (for instance by organising information workshops, focus group discussions, etc.)
- Reporting to the CEO, work with young community members to co-develop strategic advocacy campaigns to improve asylum and social care systems.
- Reporting to the CEO, assist in other relevant advocacy events and activities (such as Parliament events etc.) to amplify the voices of young community members.
- Assist in the organisation of at least one Baobab Talk per year and manage its organisation and dissemination.
- Participate in relevant meetings with stakeholders and partner organisations and feedback to the team to inform young community members' engagement into advocacy.
- Political Advocacy: keep updated in networks when consultations are happening, lead on response to consultation / expert calls for evidence submission/committee work, manage Baobab's communication with key MPs, Ministers and Members of the House of Lords and coordinate meetings between them, Baobab's staff and community members, keep oversight of the political and legal landscape for Baobab's community members.

Documentation and Research support

- Support Baobab's documentation projects, ensuring co-design by young community members



- Support Baobab's research activity, ensuring co-design and participation by young community members, and reflective feedback into Baobab's work.
- Assist in the design and implementation of surveys, focus groups, and interviews aimed at improving services and documentation.
- Support the analysis of collected data and contribute to the preparation of reports and presentations.
- Identify, develop and operationalise external research and outreach projects in conversation with the CEO.

Monitoring and Evaluation:

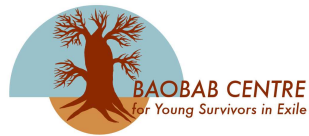
- Organise recruitment and induction of research assistants following Baobab's recruitment and induction policies.
- Coordinate research and evaluation appointments, supporting researchers in scheduling and communication with young people and interpreters.
- Maintain accurate monitoring and evaluation data and support the analysis process.
- Assist in design of monitoring and evaluation surveys.
- Share M&E publications with peer NGOs and other stakeholders.
- Feedback on M&E process with community members.

Support and Opportunities

- You will have one-to-one supervision sessions with your line manager (Office Manager) and you will additionally be expected to join monthly reflective meetings with the staff team and fortnightly facilitated discussions with the admin team.
- Within the role there is scope to take part in and where appropriate lead specific projects which are of interest to the post holder and which work towards Baobab's core aims.

Person Specification

- **Essential:**
 - Previous experience working with vulnerable young people or managing a youth activity programme for vulnerable groups
 - General experience working with vulnerable young people
 - Knowledge of the asylum and care systems for young people in the UK
 - Strong interest in child rights and children's development
 - Excellent communication skills and strong ability to relate with young people through social engagement
 - Comfortable level of general IT skills, in particular Excel
 - Capacity to contribute to partnership development to strengthen young survivors' voices
 - Strong capacity to work with and across teams
 - Excellent capacity to prioritise tasks in a dynamic and demanding office environment
- **Desirable:**
 - Experience working with young asylum seekers and refugees in the UK
 - Experience working with mental health issues



- Strong interest in learning more about the complexities of holding relationships in a therapeutic community
- Lived experience of migration systems