

CAREERS AT TLG

TLG transforming
lives for good



Administrator

JOB DESCRIPTION



fullness of life for every child

Across the UK, children and young people are facing a growing and urgent mental health crisis. One in five children and young people now have a mental health problem (NHS), a figure that has risen significantly in the years since the pandemic. We also know that 50% of all diagnosable adult mental health problems are established by the age of 14 (Mental Health Foundation). What happens to us in childhood does not stay in childhood – it shapes the course of the rest of our lives.

The growing mental health crisis among children and young people is quietly shaping life outcomes, disrupting education, limiting participation in everyday life and, for some, leading to devastating harm. There is a clear and urgent need for early, effective support.

The pressure on statutory services means too many children are being left without help at the moment they most need it. In the past year, 949,200 children and young people were referred to Child and Adolescent Mental Health Services (CAMHS). The average wait for an initial assessment is now 392 days, with some children waiting over two years to be seen (Young Minds & NHS). The most devastating statistic of all is that while on waiting lists, around 26% of children and young people attempt to take their own lives (Young Minds).

TLG's vision is fullness of life for every child, no matter what struggles they face. We believe early, relational and therapeutic support can radically alter life trajectories – restoring hope, strengthening families and preventing crisis before it becomes entrenched.



we are **transforming lives for good**

Transforming Lives for Good (TLG) is a Christian emotional & mental wellbeing charity rooted in the conviction that the local church is central to God's mission of restoration and hope for children and families. Today, through our existing programmes of **Early Intervention** and **Make Lunch**, over 220 churches are partnering with TLG, supporting 4,699 children each year, with 1,059 children and family members connecting into the wider support of the church as a place of belonging, care and hope.

Our ambition is for the church to be the place that children, young people and families turn to for help - churches equipped to meet the changing and increasingly complex needs they are encountering in their communities. As we look toward 2030, we are growing and pioneering new programmes to enable our vision:

- **Therapeutic Hubs** in schools and churches, providing counselling & coaching for children who are struggling
- A **Coaching Network** of accredited coaches, trained through TLG's Coaching Academy, equipping Children & Youth Ministry Leaders to support children's wellbeing within and outside of church contexts.

These initiatives come alongside significant resolve and ambition to grow our existing volunteer programmes, Make Lunch and Early Intervention, with a vision for over 400 active church partners across the UK by 2030.



TLG's culture & values

At TLG, our work is our vocation, giving us a rich sense of purpose. We also believe work can be a great experience and enable people to grow into their full potential. In fact, we are recognised nationally as an exceptional place to work. In 2019, we were named the best charity to work for in the UK by the prestigious Sunday Times Best Organisations to Work for.

This special award highlights all the positives about working at TLG! We love to look after our team and here are some of the great benefits we offer:

- Fun team times away
- Retreat days for staff
- Generous holidays and flexible working arrangements
- Above and beyond recognition for high-performing staff
- Support for staff with counselling and coaching
- Contributions towards training and professional qualifications.

Our Values

Holding to these values is vital in all aspects of our growth.

- **Greater Transformation**
Relentlessly focussed on the main thing (TLG's mission and vision), energised by the challenge, and deliberately missional.
- **Relational Leadership**
Bringing out the 'gold' in others, 'leaning in' when it's relationally tough, and humble yet courageous.
- **Local Church**
Celebrating the Church, grace and patience in partnership, and rooted in the local church community.
- **Excellence Every Day**
Joyfully exceeding expectations, learning from failure, and knowing uncertainty doesn't throw us.
- **Vibrant Faith**
Nurturing our own walk with God, following Jesus together even when it's tough, and realising work is mission – so much more than a job.

Administrator

Location:	Hybrid – TLG’s National Support Centre, West Yorkshire (minimum 40% office-based including Tuesdays)
Salary:	£26,091 (FTE)
Hours:	22.5 – 30 hours per week (0.6 – 0.8 FTE)
Reporting to:	Head of People & Operations
Contract:	Fixed-term 3-month contract with monthly potential to review

At TLG, we’re passionate about building an exceptional staff team that’s committed to making a real difference in the lives of struggling children across the UK. We’re always on the lookout for great people to journey with us towards our vision, and we’re excited to offer a unique opportunity for a motivated and mission-driven individual to join our team as Administrator.

Your Mission

To enable TLG’s teams to do their best work by providing high-quality, reliable and relational administrative support – ensuring people, processes and priorities run smoothly so that together we can better support children and young people to thrive.

Your Strengths & Impact

We’re seeking a proactive and highly organised Administrator to support teams across TLG, helping high-quality work to happen efficiently and with excellence. This is a varied and people-focused role, ideal for someone who enjoys supporting others, managing competing priorities, and keeping things running smoothly behind the scenes. You’ll provide effective administrative support across different teams, contributing to the smooth delivery of programmes, projects and wider organisational activity while helping to ensure our staff are well supported.

To thrive in this role, you’ll be digitally confident and adaptable, able to turn your hand to a wide range of tasks and quickly build understanding in a fast-paced environment. A strong eye for detail, a desire for excellence and clear communication skills will enable you to deliver excellent administrative support, while a relational approach will help you work collaboratively and effectively across different teams and departments.

Job Tasks:

Administrative Support

- Provide proactive administrative support to colleagues across multiple teams, adapting quickly to different priorities and ways of working.
- Manage inboxes, calendars and documents enabling smooth operations.
- Support the coordination of meetings, events and staff activities, both online and in person, preparing agendas, coordinating logistics, and supporting executives with cyclical meetings, including follow-ups and action tracking.

Organisation & Systems

- Maintain accurate, well-organised records and data in line with TLG systems and GDPR requirements.
- Support the use and development of administrative processes that improve efficiency and consistency across teams.
- Assist with document preparation, templates, spreadsheets and basic reporting as needed.
- Monitor shared trackers or workflows, ensuring tasks and deadlines are followed up appropriately.
- Supporting teams during periods of system transition (e.g. new CRM, finance, or people systems), providing practical administrative assistance, data migration support, and help with process change.

Communication & Collaboration

- Act as a professional and welcoming point of contact for internal and external enquiries.
- Communicate clearly and courteously with staff, volunteers, partners and external contacts.
- Provide administrative support for sales pipelines linked to new initiatives, including making and logging calls, tracking contacts, and following up with emails.
- Work collaboratively with colleagues across TLG, offering flexible support where capacity is needed.
- Handle confidential and sensitive information with discretion and integrity.

Additional Responsibilities:

- Attend, fully participate in and, on occasions, lead daily Christian devotionals and times of worship for the staff team.
- Attend TLG's Staff Conference twice a year. This includes active participation in corporate Christian prayer and worship and the opportunity to share faith testimonies of young people involved in TLG programmes.
- Play an active part in promoting the work of TLG including the recruitment of individual regular donors through TLG Hope Giver scheme.
- Take on additional responsibilities for tasks as your role develops.

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
QUALIFICATIONS	<ul style="list-style-type: none"> • Good general standard of education including as a minimum English and Mathematics GCSE at grade A*-C (9-4) or equivalent. 	
SKILLS & KNOWLEDGE	<ul style="list-style-type: none"> • Strong organisational and time-management skills, with the ability to juggle multiple tasks and priorities. • Excellent written and verbal communication skills. • Good attention to detail and a high level of accuracy. • Confident using Microsoft Office (including Word, Excel, Outlook, shared documents). • Ability to work independently as well as collaboratively within a team. • Commitment to confidentiality, professionalism and integrity. 	<ul style="list-style-type: none"> • Understanding of administrative processes within a charity or values-led organisation.
EXPERIENCE	<ul style="list-style-type: none"> • Previous experience in an administrative, office support or coordination role (paid or voluntary). • Experience of working in a fast-paced environment with competing deadlines. 	<ul style="list-style-type: none"> • Experience of working with databases, CRMs or internal systems. • Experience supporting multiple stakeholders or teams. • Experience working in a charity, church or mission-driven organisation.

PERSON SPECIFICATION CONT.

	ESSENTIAL	DESIRABLE
CHRISTIAN LIFESTYLE	<ul style="list-style-type: none"> • Commitment to actively pursue ongoing spiritual development of themselves and colleagues within the life of a local church in order to enhance the contribution to TLG. • Attend and participate fully in devotions, prayer meetings and staff conferences to enhance the spiritual relationships within the team. • Able to work sensitively with those of different cultures and faiths whilst having their own strong and vibrant Christian faith and commitment to Equal Opportunities. • To be an active part of a church family. 	
ADDITIONAL	<ul style="list-style-type: none"> • Complete an enhanced DBS check prior to employment, which reveals no reason for the applicant being unsuitable to work with young people. • Provide 3 referees. At least one referee needs to represent Christian commitment and be able to comment on your faith and growth as a Christian. References will be taken up after final interviews. • Provide evidence of qualifications and suitability to work in the UK and appropriate qualifications. • Live within a reasonable travelling distance. 	



Application process

Apply today through our website:

www.tlg.org.uk/careers

- After clicking 'Apply', you'll be taken to an online application form. This will include uploading CV and a personal statement explaining how you meet the criteria outlined in the job description for this role and your motivation for applying. There will also be some questions exploring how your faith relates to your working life later in the form.
- After the closing date, we'll be in touch via email. If you've been shortlisted for the role, you will receive an invitation for a short initial interview which will be held online.
- If successful following your initial interview, we'll then invite you to a final interview in person at our National Support Centre in West Yorkshire.

You can find the closing and interview dates in the role's advert on our website.

We would welcome applications from candidates from diverse backgrounds to enable us to better reflect the needs of the communities we serve.

Having trouble with your application?

If you have any problems with the online application process, please contact recruitment@tlg.org.uk and someone will get back to you as soon as possible.

Note: If you're having trouble, please check Website Tracking and Third-Party Cookies are enabled, and you have updated to the latest version of your browser and device software.