

House Administrator - Maytree

Full-time with flexibility on days. Salary indicator: c. £28-32k pa.

Maytree offers a unique service in suicide prevention. Its mission is to save the lives of those at immediate risk of suicide, offering a few days respite at its north London house: a safe, homely, non-medical space to reflect and be heard by befriending volunteers and an experienced team of Lead Befrienders/Co-Directors, supported by a House Administrator.

Role and Responsibilities

The position is central to delivery of Maytree's crisis service, working closely and collaboratively with the team of Lead Befrienders ensuring they have volunteers as needed and the house itself in good working order.

- uphold and demonstrate depth understanding of Maytree model and exemplify Maytree's ethos and values
- accountable to the Director along with members of Lead Befriending team
- collaborative and supportive working relationship at all times with Lead Befrienders and volunteers
- coordination of volunteers for a 24/7 operational charity
- volunteer administration
- rota management for volunteers
- facilitating staff and enrolling volunteers onto relevant and applicable training; arranging CPD speakers as requested
- ensuring compliance for staff and volunteers with operational training needs and standards, procedures – inc. DBS status / Health & Safety qualifications
- ensuring services are delivered by volunteers/contractors – e.g. house maintenance, cleaning, garden upkeep, that bills are paid, etc.
- build and maintain connections with relevant other organisations to support recruitment and retention of volunteers
- ensure, in conjunction with LBs and Director, ongoing individual volunteer wellbeing, appraisal/review
- support and assist fundraising campaigns as requested
- develop and support outreach programmes and awareness campaigns

- ensuring house is welcoming, conveys warmth, homeliness and nurture: the cupboards are stocked, clean bedding etc.
- booking and arranging planned events, e.g. summer and Christmas volunteer appreciation parties
- Ad-hoc tasks that support Maytree's culture and wellbeing

Ideal Candidate:

Experience:

- Experience in line or staff operational management, and working as team member,
- Overseeing and administration of numerous volunteers/staff
- Conversant as a user of IT systems
- some direct experience of working in a charity
- some direct experience of working in the mental health sector
- conversant with current best practice, e.g. safeguarding

Person spec:

- personal values that mirror those of Maytree; self-reflective
- inbuilt relational qualities of containment, compassion, empathy, warmth, trust
- sustaining collaborative relationships with other agencies (referrer, volunteer sources)
- organised and thorough
- natural, sensitive communicator
- offers flexibility as to time/hours in response to operational setbacks or high stress amongst staff and volunteers

If this opportunity is of interest to you or someone you may know, please contact:

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