

Job Title: House and Administration Manager

Organisation: Maytree

Location: North London

Salary: c.£28,000 - £32,000 per annum

Contract: Full-time, 37 hours per week with flexibility on days

Accountable to: Maytree Managing Director

About Maytree

At our sanctuary (Finsbury Park, North London) for those in suicidal crisis, we offer a potentially transformative experience with a once-only 4-night stay at our non-medical, family-style house. Through respite, time and space for reflection and compassionate and nurturing care, our Volunteer Befrienders and Lead Befrienders support an opportunity for the revival of hope and resilience.

Our values - trust, respect, openness, empathy, non-judgement, equity - are paramount in all our thoughts and actions.

Our mission-To fill a gap in services for the acutely suicidal, between emergency services and all non-residential help. Offering brief-stay crisis support by engaging with non-medical compassionate befrienders.

Role Summary

The House and Administration Manager plays a key role in the delivery of Maytree's crisis service, working closely and collaboratively with the team of Lead Befrienders to oversee volunteer co-ordination and support as well as the efficient daily operation of the house.

Key Responsibilities:

- Uphold and demonstrate a deep understanding of the Maytree model, ethos, and values.
- Work collaboratively with Lead Befrienders and Volunteer Befrienders to ensure effective service delivery.

- Act as the first point of contact for the organisation, answering phones and emails.
- Coordinate Volunteer Befriender rota for a 24/7 operational charity.
- Manage administrative tasks related to onboarding of Volunteer Befrienders including handling applications, booking interviews, facilitating DBS checks and organising necessary qualification e.g. first aid training.
- Conduct initial interviews with potential Volunteer Befrienders and build relationships based on their preferences and availability.
- Ensure ongoing Volunteer Befriender wellbeing, appraisals, and reviews in collaboration with Lead Befrienders.
- Organise and facilitate training and ongoing CPD for Lead Befrienders and Volunteer Befrienders.
- Ensure compliance with operational training needs and standards for staff and volunteers.
- Responsible for house maintenance, contracts with its service and utility suppliers, cleaning, garden upkeep, all within agreed budgets and finance reporting.
- Maintain and update Maytree's databases (e.g. Assemble) and oversee IT systems, including website updates and contract negotiations.
- Manage and update social media platforms e.g. Linked in with relevant news.
- Ensure legal compliance with house policies and procedures, including fire safety, maintenance contracts, safeguarding, complaints procedures, and indemnity insurance.
- Build and maintain relationships with external organisations to support volunteer recruitment and retention.
- Support and assist with fundraising campaigns and outreach programmes.
- Ensure the house remains a welcoming, nurturing, and homely environment e.g. ensuring stocked supplies, basic food and refreshments and clean, quality bedding for guests.
- Organise and book events, such as Volunteer Befriender appreciation parties.
- Undertake ad-hoc tasks that support Maytree's culture and wellbeing.
- Attend staff reflective practice sessions and Management Committee meetings, taking minutes and action points.
- Manage petty cash, the house debit card, related receipts and reconciliations required by finance officer.

The key responsibilities above give a broad outline of the functions of the post. However, these must be approached in a flexible manner. The post holder will be expected to adapt to changing circumstances and undertake other duties appropriate to the grade of post as allocated by your line manager. The outline of responsibilities may change from time to time.

Ideal Candidate:

Experience:

- 2 years recent experience in operational management. **(Essential)**
- Proven experience in the recruitment and onboarding of staff and/or volunteers. **(Essential)**
- Proven experience in organising and managing administrative duties. **(Essential)**
- Proficient in IT systems, including database management. **(Essential)**
- Previous experience in the charity sector. **(Desirable)**
- Experience working in the mental health sector. **(Desirable)**
- Knowledge of safeguarding best practices. **(Desirable)**

Person Specification:

- Personal values that align with Maytree's mission and ethos.
- Strong interpersonal skills, including compassion, empathy, warmth, and self-reflection.
- Ability to sustain collaborative relationships with other agencies, such as referrers and volunteer sources.
- Highly organised with strong attention to detail.
- Warm and sensitive communicator.
- Flexible and adaptable, able to respond to operational challenges and support staff and volunteers during high-stress periods.

How to Apply

If this opportunity is of interest to you, please email your C.V and a cover letter (one page max) outlining your interest in the role maytree@maytree.org.uk with the subject line 'House and Administration Manager'. If you know someone suitable for the role, please feel free to share this opportunity with them.

Closing date: Monday 7th April 2025 at 6pm



We encourage applications from the BAME and LGBTQ+ communities and are committed to fostering a diverse and inclusive environment.

For more information about Maytree and our work, visit, [Maytree | Sanctuary for the suicidal](#).