



Utopia - hatch Administrator

Job Purpose: hatch Administrator

Responsible to: Service Manager

Salary: £16,500.00 - £18,500.00 per annum

Location: Birkenhead, Wirral

Contract type: Full time

Holidays: 30 days per annum

Directed Hours: 10:15 - 18:15 Mon-Fri (Flexible hours dependant on service timetable)

Utopia Profile

Utopia Project CIC is a community company that delivers a number of bespoke programmes to disadvantaged and vulnerable young people across Wirral. Lead by 3 directors with a vision for supporting young people in a relatable and alternative way, the company was formed in September 2014 and has expanded our reach to support over 1000 young people on a yearly basis. Our hatch service supports the emotional wellbeing of young people aged 8-16 on a 1:1 and small group basis by teaching skills and strategies to manage anxiety, low mood and depression via our network of volunteer mentors. hatch's wider offer extends to our hatch youth club, summer activity programmes, parenting workshops and holiday activity days. All Utopia services provide young people with an accessible and approachable environment with a specific focus on developing key personal and social skills such as; confidence, resilience, communication and teamwork.

At the core of Utopia's ethos is the belief that young people need a supportive and nurturing environment and the opportunity to develop personal and social skills in a practical way. We work closely with the Local Authority, CAMHS, Local Schools and a range of voluntary and third sector organisations on the Wirral to provide high quality support and valuable learning opportunities to vulnerable young people.

Our vision is to develop and expand our service offer to provide more crucial interventions for young people across the Wirral, particularly those with SEND, or experiencing mental health difficulties. The successful candidate will be an outstanding, passionate and resilient individual, with experience of working as part of a busy team on a day to day basis. They will have a positive, 'can do' attitude and be a welcoming face for all users of our service that will make a significant contribution to the organisations expansion and be committed to our mission; *'To deliver bespoke programmes that focus on the needs of our community in order to improve educational outcomes, wellbeing and aspirations'*. In addition candidates will be flexible multi-takers with excellent organisational skills, an eye for detail and the ability to work across a range of ICT systems.

Utopia is committed to the safeguarding and promotion of children's welfare. All appointments are subject to an enhanced check with the Disclosure Barring Service. The company follows the safer recruiting guidance, and references will be requested prior to interview. For more information please visit our website www.utopiaproject.org.uk or www.hatchmerseyside.co.uk

Visits to the centre are warmly welcomed. To arrange a visit or request an application form please contact **Chris Black** on 0151-644 1535 or 07719084493.

Responsibilities

Professional Duties

- Daily phone contact with all service users via phone and email
- Responding to referrals and enquiries in a timely and efficient manner
- Diary management
- Maintaining hatch databases and ensuring accurate attendance and contact records are up to date.
- Prepare resources for mentors and ensuring all equipment is adequately stocked
- Liaison with external agencies via phone and email
- Collating and reporting data to the service manager
- General upkeep of the hatch centre
- Ensuring all resources needed for day-to-day delivery are kept updated
- To be familiar with and comply with the Utopia's Safeguarding Policy.
- To maintain high standards of professional practice, complying at all times with Utopia policies and procedures.
- To take part in Utopia CPD training programmes, including presenting on matters related to emotional health and well-being when required.
- To attend team meetings as required.
- To actively contribute to development initiatives to improve the efficiency and effectiveness of the support services provided.

Additional Responsibilities

- Being a welcoming face to the public
- Delivering sessions with young people when needed
- Liaison with parents, mentors and young people
- Contributing to the safeguarding of children and young people.

Utopia will provide:

- Opportunities for professional development.
- Mentoring and support.
- The opportunity to make a genuine difference to the lives of vulnerable young people on the Wirral.