



Company	Utopia Project CIC
Job Title	hatch Administrator
Responsible to	hatch Service Manager
Prepared by & date	Chris Black, Managing Director – 13 th August 2024

Employee Specification

Essential Attribute	Identified by	Desirable Attribute	Identified by
Qualifications			
<ul style="list-style-type: none"> GCSE Math’s, English and ICT, minimum grade 4 or equivalent Full Clean UK driving License and ability to use own vehicle 	Application	<ul style="list-style-type: none"> A nationally recognised qualification in working with young people or a related discipline e.g. Counselling 	Application
Experience			
<ul style="list-style-type: none"> Experience of dealing with sensitive and confidential information Experience of working with colleagues to deliver high quality service to all stakeholders Experience of managing phone and email enquiries on a daily basis 	Application/ Interview Application/ Interview Application/ Interview	<ul style="list-style-type: none"> Experience of supporting young people with mental health needs 	Application/ Interview Application/ Interview Application/ Interview

Skills and Knowledge			
<ul style="list-style-type: none"> • A high level of organisational skills. • Ability to build positive relationships with young people aged 8-16 • Excellent communication and interpersonal skills. • Ability to work independently and manage own workload. • Knowledge of Safeguarding and Child Protection procedures. • Ability to be flexible and adaptable to the needs of young people. • Sound IT skills including use of Word, PowerPoint, Excel. 	<p>Application/ Interview</p> <p>Application</p> <p>Application/ Interview</p> <p>Application/ Interview Application/ Interview</p> <p>Application/ Interview</p>	<ul style="list-style-type: none"> • Knowledge of the barriers that young people from difficult backgrounds face and how to develop programmes to support this. • Up to date understanding of Mental health issues for young people with diverse needs. • Confidence and competence in using Information and Communication Technology. • Willingness to learn Utopia's approach to working with young people. • Ability to hold difficult conversations confidently and effectively 	<p>Interview</p> <p>Application/ Interview</p> <p>Application</p>
Special requirements			
<ul style="list-style-type: none"> • Approachable, reliable and flexible with an excellent sense of humor. • Passion, resilience, and relentless optimism. • Ability to promote and endorse the Utopia core values and ethos. • A genuine care for young people who have experienced difficulties throughout their lives and a desire to support them in achieving successful outcomes. 	<p>Reference/ Interview</p> <p>Reference/ Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p>		