



## **JOB DESCRIPTION**

**Job Title:** Youth Services Administrator  
**Location:** Broadwater Youth & Community Centre, Broadwater Park, Summers Road, Godalming, GU7 4BH  
**Reports To:** Youth Services Officer  
**Responsible For:** Youth Service Administrative Support  
**Hours of Work:** 12 hours per week

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### **Principal Responsibilities**

- Provide general administrative support, including managing phone calls, emails, and correspondence.
- Maintain accurate and up-to-date records, including participant registrations, attendance, team calendars and programme schedules.
- Manage the office and reception areas, warmly welcoming visitors, answering enquiries and providing information about youth centre programmes and services.
- Coordinate meeting schedules, prepare meeting agendas, take minutes, and distribute them to relevant parties.
- Assist with administration regarding youth service budget usage, including managing receipts, petty cash procedures, liaising with stakeholders, helping track expenditure and supporting the Town Council Finance Officer in doing so.
- Support the recruitment and onboarding process for volunteers and staff, including maintaining training records and assisting with orientation activities.
- Collaborate with other team members to ensure effective communication and coordination of administrative tasks.

### **Principal Accountabilities**

- Maintain inventory of office supplies, monitor stock levels, and place orders as needed.
- Adhere to all relevant policies and procedures, including health and safety regulations.
- Ensure records and centre policies are up-to-date and accessible.
- Youth Services Calendars updated weekly, digitally and on-site.

## Knowledge, Skills and Experience

- Excellent organisational and time management skills, with the ability to prioritise tasks and meet deadlines.
- Strong attention to detail and accuracy in record-keeping.
- Proficient in using office software (e.g., Microsoft Office, Google Suite) and comfortable learning new software and databases.
- Exceptional interpersonal and communication skills, with the ability to effectively interact with diverse groups of people, including youth, staff, and visitors.
- Strong customer service orientation and a friendly, approachable demeanour.
- Ability to maintain confidentiality and handle sensitive information with discretion.
- Ability to work both independently and collaboratively in a team-oriented environment.
- Flexibility to adapt to changing priorities and handle multiple tasks simultaneously.
- Knowledge of data protection regulations and the ability to handle confidential information appropriately.
- Commitment to continued personal development and training.

## Additional Information

- Hybrid working is available within this role, but at least two hours on-site per week are needed in order to manage the office and on-site calendars.
- Flexible working is also available where possible. This includes being able work these hours over several days. This could accommodate job shares, childcare and other commitments.
- Postholder duties may include travel within the Town/Borough/County. Travel allowance will be paid in accordance with the HMRC approved rates.
- This role requires an Enhanced DBS clearance.

**NB.** This job description is non-contractual and is a statement of the job content agreed at the time of issue. It should not be seen as precluding future changes. It is the practice of Godalming Town Council to examine job descriptions from time to time and to update them to ensure they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This will be conducted in consultation with you.

## **PERSON SPECIFICATION**

**Job Title:** Youth Services Administrator

**Reporting to:** Youth Services Officer

### **Work Experience & Knowledge**

*Whether experience and knowledge is essential or desirable is indicated after each one.*

- Awareness of Health & Safety and Safeguarding legislation and its application in the workplace (Desirable)
- Computer Literate in Microsoft office including Excel, Word and Outlook (Essential)
- Ability to use modern communication platforms such as Slack and Google Suite (Essential)
- Proven experience in an administrative support role, preferably in a youth-centred or non-profit organisation (Essential).
- Familiarity with youth programmes and services (Desirable)
- Access to own car and holds a full clean driving licence (Desirable)
- Ability to maintain confidentiality and handle sensitive information with discretion (Essential)
- Knowledge of data protection regulations and the ability to handle confidential information appropriately (Essential)

### **Skills and Abilities**

*Whether experience and knowledge is essential or desirable is indicated after each one.*

#### **Managing People**

- Approachable and collaborative, able to work well with others (Essential)
- Ability to work both independently and collaboratively in a team-oriented environment (Essential)
- Flexibility to adapt to changing priorities and handle multiple tasks simultaneously (Essential)

#### **Communication**

- Exceptional interpersonal and communication skills, with the ability to effectively interact with diverse groups of people, including youth, staff, and visitors (Essential)
- Strong customer service orientation and a friendly, approachable demeanour (Essential)
- Ability to organise and present accurate information (Essential)
- Good standard of literacy and numeracy (Essential)

#### **Organisation**

- Excellent organisational and time management skills, with the ability to prioritise tasks and meet deadlines (Essential)
- Strong attention to detail and accuracy in record-keeping (Essential)
- Proficient in using office software (e.g., Microsoft Office, Google Suite) and comfortable learning new software and databases (Desirable)
- Able to work flexibly with different online communication tools and learn new skills (Essential)
- An understanding of social media content creation and/or marketing (Desirable)

## **Personal Attributes**

- Ability to positively engage with other groups and organisations, staff and volunteers (Desirable)
- Commitment to continued personal development and training (Desirable)
- Able to communicate well with and manage interactions with difficult stakeholders (Desirable)

## **Competencies**

- Supports equality and diversity and respects customers, clients and other members of staff regardless of gender, age, disability, sexual orientation, religion or ethnic origin (Essential)
- Works with a focus on delivering services to the public, acting with integrity and respect on behalf of Godalming Town Council and honouring confidentiality (Essential)
- Works as part of a team in order to deliver a service to others, collaborating with and supporting others (Essential)
- Maintain a high standard of personal conduct, not undertaking any actions that might bring Godalming Town Council into disrepute (Essential)

Please state on the application form how you meet the criteria in the job specification and person specification.