



Job Description & Person Specification

Post Title: Part-Time Administrator

Hours: 20 hours per week

Contract: Fixed-term 3 years (subject to funding)

Location: Well for Life, Central Derby

Salary: £14 per hour (£14,560 per annum based on 20 hours per week)

Responsible to: Charity Manager

Works alongside: Outreach Support Worker, Finance Clerk, Trustees, Volunteers

Job Purpose

The Part-Time Administrator will provide essential administrative and operational support to Well for Life's HIV support services. The role is central to the smooth running of drop-in services, outreach activity, volunteer coordination, partnership working and organisational systems.

The postholder will play a key role in strengthening organisational capacity and sustainability by reducing the administrative burden on delivery staff, maintaining record keeping and effective systems, and supporting high-quality service delivery in a sensitive and trauma-informed environment.

About Well for Life

Well for Life is Derbyshire's only dedicated HIV support charity, delivering holistic emotional and practical support to adults living with or affected by HIV. We provide a safe, inclusive and confidential space through drop-ins, one-to-one support, advocacy, peer mentoring, wellbeing activities and targeted outreach.

Many of the people we support experience multiple disadvantages, including poverty, housing insecurity, stigma, poor mental health, and barriers linked to migration, language or discrimination. Our work is rooted in lived experience, dignity, and empowerment.

We are looking for somebody who combines strong administration skills with warmth, empathy, confidence and the ability to work independently within a small charity environment.

Key Responsibilities

1. Administration & Office Support

- Provide day-to-day administrative support to ensure services run efficiently and professionally.
- Manage incoming calls, emails, enquiries and referrals in a timely, sensitive and confidential manner.
- Maintain accurate and secure filing systems (digital and paper) in line with GDPR and confidentiality requirements.
- Prepare correspondence, letters, forms, spreadsheets, basic reports and documents as required.
- Support diary management and coordination of appointments, meetings and activities.
- Order and maintain office supplies, stationery, IT items and session materials.
- Provide general office management support to ensure a welcoming, organised environment.

2. Client & Service Support (Non-Clinical)

- Welcome clients and visitors appropriately and help maintain a calm, safe and inclusive space.
- Support client registration processes and ensure accurate record keeping.
- Assist staff with preparation of session paperwork, registers, feedback forms and resources.
- Support the practical arrangements for drop-ins, group lunches, wellbeing sessions and activities (room set-up, materials, information resources).
- Manage client communication systems (e.g. email, text or messaging systems) where required.
- Ensure all clients are treated with dignity, respect and sensitivity, recognising the confidential nature of HIV-related support.

3. Data, Monitoring & Reporting Support

- Maintain and update records on Well for Life systems, including CRM databases (e.g. Lamplight CRM where applicable).
- Ensure accurate data entry for attendance, outputs and activities across services.
- Support funder monitoring by collating basic quantitative outputs and service information.
- Assist the Charity Manager in gathering evidence for monitoring returns, impact reports and annual reporting.

4. Volunteer Support & Coordination

- Provide administrative support to the volunteer programme, including responding to enquiries and managing onboarding paperwork.
- Maintain volunteer contact lists, rotas and records (training, role descriptions, key documents).
- Support the coordination of volunteer meetings, training sessions and group activities.
- Help foster a positive, inclusive and peer-led volunteering culture that values lived experience.

5. Outreach, Events & Partnership Support

- Support the coordination of outreach activity by booking venues, confirming logistics and preparing outreach packs and resources.
- Assist with organising events, groups, meetings and planning sessions (including Trustee and partnership meetings).
- Prepare agendas, take minutes and circulate actions where required.
- Support communication with external partners including NHS services, local authorities, community organisations and referral agencies.

6. Communications & Resources

- Assist with producing and updating information resources, posters, newsletters and basic marketing and campaign materials.
- Support the updating, printing and distribution of service information booklets and in-house resources.
- Assist with basic communications and information sharing as required, including supporting promotion of activities and events.

7. Financial & Operational Support

- Work in cooperation with the Finance Clerk to support basic financial administration.
- Assist with non-technical financial tasks such as petty cash records, collating donations and processing volunteer expenses (as appropriate).

8. Safeguarding, Confidentiality & Professional Practice

- Maintain strict confidentiality at all times, particularly in relation to HIV status and sensitive personal information.
- Follow safeguarding policies and procedures, reporting concerns promptly to the Designated Safeguarding Lead.
- Work in a trauma-informed, non-judgmental and culturally sensitive manner.
- Promote equality, diversity and inclusion across all aspects of the role.

- Provide administrative and operational cover during periods of Charity Manager absence to ensure continuity of day-to-day functions.
- In the absence of the Charity Manager, the postholder in exceptional circumstances, support safeguarding processes under guidance of the Trustee Deputy, escalating concerns in line with procedures and involving Trustees/Deputy DSL as required.

9. General Organisational Support

- Attend team meetings, supervision and training relevant to the post.
 - Take responsibility for own learning and professional development.
 - Carry out any other reasonable duties to support the effective running of Well for Life.
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Person Specification

Essential Criteria

Experience

- Experience of working or volunteering in an administrative role.
- Experience of using IT systems confidently, including Microsoft Word, Excel, email and databases/CRM systems.
- Experience of handling confidential or sensitive information appropriately.
- Experience of working with members of the public in a supportive and professional manner.

Skills & Knowledge

- Strong organisational skills with the ability to prioritise a busy and varied workload.
- Ability to work accurately to deadlines and manage competing demands.
- Excellent written and verbal communication skills.
- Good attention to detail and accurate record keeping.
- Ability to draft clear written materials such as correspondence, reports or information resources.
- Understanding of professional boundaries, confidentiality and GDPR.
- Ability to work calmly and sensitively with people experiencing stigma, distress or disadvantage.

Personal Attributes

- Commitment to Well for Life's values of inclusion, respect and peer-led support.
- Non-judgmental, empathetic and culturally sensitive approach.
- Reliable, proactive and able to use initiative.
- Willingness to undertake training relevant to the role.
- Ability to work independently and as part of a small, supportive team.

Desirable Criteria

- Experience working in the charity, health or community sector.
- Experience supporting monitoring, evaluation or reporting for funders.
- Experience organising events, meetings and taking minutes.
- Experience supporting volunteer coordination or rota systems.
- Knowledge of safeguarding policies and procedures.
- Awareness of issues affecting people living with HIV and/or other long-term conditions.
- Experience working with diverse communities, including refugees/asylum seekers, LGBTQ+ people and people from minoritised ethnic backgrounds.
- Awareness of trauma-informed or culturally competent practice.

- Additional language skills (e.g. Punjabi, Urdu, French, Shona, Igbo).
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Additional Requirements

- This post is subject to a DBS check (level dependent on safeguarding assessment).
 - The postholder must comply with all Well for Life policies, including safeguarding, confidentiality and data protection.
 - Some flexibility may be required to support occasional events, meetings or training.
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What Well for Life Offers

- A welcoming, peer-led working environment rooted in lived experience.
- Supportive induction and ongoing training (safeguarding, confidentiality, trauma-informed practice).
- Opportunity to contribute to life-changing support for people living with HIV across Derby & Derbyshire.