



# SERVICES ASSISTANT

## Application Pack

- BE THE TRAILBLAZER
- ACTIVATE CHANGE
- STRENGTHEN LIVES
- BUILD COMMUNITIES
- EMBRACE THE CHALLENGES
- BE THE HELPING HAND
- FAITH TAKING ACTION
- PURPOSEFUL ACTION
- REAL PEOPLE
- REAL FAITH
- RISK TAKERS



# CONTENTS

THE MARYLEBONE PROJECT .....	3
THE ROLE OF SERVICES ASSISTANT .....	5
JOB DESCRIPTION .....	7
ROLE REQUIREMENTS .....	12
OUTLINE TERMS AND CONDITIONS .....	16
WHAT MAKES US CHURCH ARMY .....	17
APPLICATION PROCESS .....	19



# **THE MARYLEBONE PROJECT**

The Marylebone Project provides a life-changing service for homeless women and is the largest and longest-running centre of its kind in London and the UK with over 90 years of experience supporting vulnerable homeless women in crisis. It is a registered social landlord set up through a partnership between Church Army and the Portman House Trust.

We provide the largest range of services in the UK for women experiencing homelessness. We are proud to provide 112 long- and short-term beds to homeless women as well as safety and support 24/7, 365 through 'The Sanctuary' - our newly refurbished drop-in facility. We deliver education, employment and training opportunities and meaningful activities in order to support service users into independent living.

Whatever stage of their journey, we can provide training opportunities, including through our Social Enterprises, and all of what we do is shaped by and focussed on the women in order to support and empower them to independent living.



Those we support are often affected by substance misuse, unemployment, domestic violence and mental health issues. Whatever their story, we aim for the same ending; self-esteem, employment and independent living. We do this by providing shelter, emotional support, education opportunities, spiritual space, and events in a welcoming and secure environment.



Our ethos is that each woman is a very special person and through the themes of:

**Hospitality** - that all are welcomed

**Empowerment** - equipping women to make informed choices

**Resettlement** - encouraging and supporting women towards independent living

**Spirituality** - that God loves each person regardless

The Marylebone Project is led by our Executive Manager, Amy Hull, and our Senior Homeless Manager, Sue Way, who also oversees our youth homelessness project in Cardiff. We currently employ around 50 staff at the Project in a range of roles. Our Project is reliant on the generous giving of our supporters and is a partly commissioned service through Westminster Council. We operate across two sites: Bradbury House and Elgood House, proudly offering our services 24-7 365.

Find out more about the work of the Marylebone Project and hear from our staff and inspirational women by listening to the BBC Five Live broadcast from the Marylebone Project [here](#).

*"I am so pleased to be the first-ever Patron of the Marylebone Project. This amazing place serves hundreds of homeless women every week and helps them make a fresh start. I love how the project empowers women to make the changes to transform their own lives. I see this myself when I visit, and I am always inspired by the stories of the women I meet."*

*Ellie Goulding, Patron*





## **ROLE OF SERVICES ASSISTANT**

---

This exciting but highly responsible role is key to ensuring that the Project runs smoothly and efficiently to provide a safe, secure and welcoming environment for the women we serve.

The administration of the whole Project is paramount to the work we do and as such it will be your role to ensure that all staff have the right administrative resources to perform their roles.

As member of the administration team, you will oversee the day to day backroom functions and also work alongside the Finance Administrator and Receptionist to ensure that the day to day financial operations are fulfilled and that all visitors to the Project are welcomed.

You will be responsible for maintaining all keys and fobs systems, all office and administration equipment and resources, assist with all recruitment, participate in local payroll duties, participate in procurement of resources and stationery management, liaise with donors and maintain all records and data.

Being based in the admin office you will have direct contact with service users regarding the issuing of keys and fobs, responding to service users' feedback and supporting them in their personal share payments during periods of the Finance Administrator's absence. As such you will have a passion and desire to assist service users in fulfilling this element of their responsibilities for managing their personal finances and growth towards independence.

You will be the first point of contact for all staff for general Project administrative services and will liaise with Project management relating to all feedback received from service users.

Whilst you will be office and Project based you will also have the scope to liaise with external contacts of the Project's fundraiser in relation to donations received and services engineers in relation to maintenance and repair of administration equipment and on site ICT equipment.



The administration team is part of the wider services team of the Project and incorporates administration and finance and housekeeping and maintenance. All these functions are managed by the Services Manager who provides immediate direct line management and supervision to administration roles. Teamwork is key to all we do, and therefore you should be someone who is a strong team player, able to engage well with others and build a positive working environment for each other. The nature of the work is hugely rewarding but can also be challenging, which is why we look for people who are resilient, like a challenge and passionate about seeing the lives of homeless women transformed.

*Amy Hull, Executive Manager*



# **JOB DESCRIPTION**

<b>Job Title:</b>	Services Assistant
<b>Location:</b>	Marylebone Project, Westminster London
<b>Responsible To:</b>	The Services Manager and Management Team
<b>Relating To:</b>	Admin Team, Support Workers, Management Team, and Service Users
<b>Purpose:</b>	To assist the Services Manager and Administration team in the provision of an effective and efficient administration service across the project
<b>Objectives:</b>	<ol style="list-style-type: none"> <li>1. Alongside the Finance Administrator, to participate in the issuing of service users' keys and fobs and ensure that accurate records are kept</li> <li>2. To assist the Project Management with basic HR and recruitment</li> <li>3. To be the first point of contact for any general Project administrative services</li> <li>4. To ensure data is managed and handled appropriately</li> <li>5. To support the Management Team with the Marylebone Project Feedback Process</li> <li>6. To assist with the promotion and publicity of the Marylebone Project</li> <li>7. To ensure that onsite ICT equipment is distributed, maintained and in good working order</li> <li>8. To assist in the response to donations made to the Marylebone Project</li> </ol>

## **RESPONSIBILITIES AND KEY TASKS:**

- 1** Alongside the Finance Administrator, to participate in the issuing of service users' keys and fobs and ensure that accurate records are kept

- 1.1 To update and maintain data on the key and lock record sheets and to order replacement keys and locks as and when required.
- 1.2 To take and to return monies for key and fob deposits on resident's arrival to and departure from the Project.
- 1.3 To be the first point of contact for contractors and administration relating to the Projects key and fob system.

## **2 To assist the Project Management with basic HR and Recruitment.**

- 2.1 To assist the Project Management and Recruiting Manager with administration tasks relating to the recruitment process: posting adverts; responding to enquiries; collating completed application forms and compiling packs for the short listing panel; creating the interview schedule; notifying candidates and sending out letters to the successful and unsuccessful candidates.
- 2.2 To create staff ID badges as and when required.
- 2.3 To issue appropriate keys and fobs to new members of staff as part of their induction into the Project, including person attack alarms and resuscitation shields.

## **3 To be the first point of contact for any general Project administrative services**

- 3.1 Alongside the Finance Administrator and management team, to be responsible for all procurement for the Project and production of the Project's monthly credit card expenses relating to all procurement.
- 3.2 To type reports, minutes and correspondence as and when required, some of which will be of a confidential nature.
- 3.3 To provide daily reception cover as and when required and assist in maintaining the work of the Receptionist and Finance Administrator during periods of absence, as well as assisting with Volunteering Events.
- 3.4 To be responsible for ordering stationery to ensure that sufficient stocks of stationery supplies are maintained.
- 3.5 To keep accurate records of keys required for the various roles within the Project and maintain relevant stocks of keys.



- 3.6 As directed, to arrange a variety of meetings and conferences, both internal and external, arranging refreshments where necessary.
- 3.7 To maintain appropriate filing systems as directed by line manager.
- 3.8 In conjunction with the wider Project staff, ensure that all literature displayed on the Project notice boards is up to date, with particular overall responsibility for maintaining the staff organogram/Project chart.
- 3.9 To manage the use of all Project administrative equipment, ensuring that it is in good working order, records are maintained relating to the use and return of all equipment, and be responsible for reporting equipment for repair/maintenance as necessary.
- 3.10 To manage the use of the Print Room, ensuring that all resources are stored tidily, rubbish is removed by the Housekeeping team, cartridges recycled, and all resources are available for use by the wider staff team.

#### **4 To ensure data is managed and handled appropriately**

- 4.1 To set up and maintain paper and electronic filing systems.
- 4.2 Understand data laws and codes of practice as it applies to handling data.
- 4.3 To create and maintain paper and electronic records relating to donations and associated thank you letters.
- 4.4 In conjunction with the Management Team, to create and maintain an archiving system for the Marylebone Project.

#### **5 To support the Management Team with the Marylebone Project Feedback Process**

- 5.1 To collect feedback by emptying all feedback boxes weekly.
- 5.2 To record, and respond, to all feedback using established recording methods and maintain these records.
- 5.3 To acknowledge feedback and allocate it to a member of the management team as appropriate.

#### **6 To assist with the promotion and publicity of the Marylebone Project**

6.1 To provide administration support for the project newsletter, mail out and seasonal events.

**7 To ensure that onsite ICT equipment is distributed, maintained and in good working order**

7.1 To issue the correct ICT equipment for the various roles within the Project.

7.2 To liaise with the external ICT contractor for all onsite ICT equipment.

7.3 To oversee the use of the Project pool laptops, ensuring that they are in good working order, records are maintained relating to their use and return, and be responsible for reporting for repair/maintenance as necessary.

**8.To assist in responding to donations made to the Marylebone Project**

8.1 To liaise with the Project Fundraiser and Finance Team in the Wilson Carlile Centre, Sheffield, on all financial donations made to the Project.

8.2 Alongside the Receptionist, to respond to, and thank all donors for donations made to the Project.

**General:**

- To undertake any such duties as are commensurate with the post at the direction of the Services Manager.
- To be active as a member of the administration team, demonstrating and encouraging participation in team meetings and in the overall objectives and life of the team.
- To attend an annual appraisal and regular one to one supervision with your line manager.
- To undertake any training as required for the role as identified in an appraisal or supervision.
- To adhere to Church Army's contractual and non-contractual policies at all times. These are outlined in the Staff Handbook and on Church Army's intranet document library.
- Act in the best interest of Church Army at all times.



# **TRAINING**

As a responsible employer we know the value of continuing professional development and expect our employees to commit to ongoing training towards fulfilling their roles. We will provide you with the support you need to succeed, including professional training where appropriate, regular 1-2-1's with your line manager and all the support that comes from being part of a national charity.







# **ROLE REQUIREMENTS**

The following sets out what we are looking for in the post holder. As you apply for the post and submit your application, please make sure you evidence with good clear examples how you meet the criteria below. All aspects of the person specification will be assessed via the application form, interview and selection process, and within pre-employment check (e.g. references).

<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>Knowledge, qualifications and understanding</b>	
Knowledge of the challenges faced by homeless people and in particular homeless women	Some knowledge and experience of Housing Benefit and related issues
	Awareness of data protection law and the appropriate sharing of personal and sensitive information
	Some awareness of HR and recruitment processes
<b>Experience</b>	
Experience of creating and maintaining Excel records and spreadsheets	Experience of using finance systems
Experience of working in a varied administration role	Experience of working in the homeless and charity sector
Experience of accessing and maintaining on line systems	
Experience of maintaining various administration equipment	
<b>Skills</b>	
Excellent IT skills, including an ability to work with the full Microsoft Package	
Excellent interpersonal skills	
Excellent verbal and written communication skills	

Able to work on your own initiative and as a part of a team	
Ability to multi-task and manage conflicting priorities	
Ability to work under pressure	
Well organised and methodical with strong administration skills	
Strong attention to detail	
<b>Attributes</b>	
An understanding and commitment to equal opportunities and an ability to work in a non-judgemental way with people from a variety of ethnic backgrounds	
A flexible approach to accommodate the needs of the Project	

We are looking for a candidate that models the Church Army values in their work and life. You must be in sympathy with the vision & values of Church Army & the Marylebone Project and be willing to represent the organisation to various stakeholders/visitors.



# Marylebone Project



Please keep your belongings with you at all times. Any items left in the Day Centre will be disposed of by staff.





# OUTLINE TERMS AND CONDITIONS

Salary	£27,885 per annum
Location	Marylebone Project, London
Hours	40 hours per week <i>Ordinarily 8.30am - 5.00pm Monday to Friday</i> Working hours and rotas are subject to change by the organisation as required, based on operational/service need, though we try not to do this frequently. Some flexibility in working hours and some bank holiday working is expected.
Pension	The employee will be enrolled into a pension scheme providing the post holder meets the criteria for eligibility. Minimum pension contributions will be paid by the employer for you if you are eligible.
Annual Leave	28 days per year, inclusive of bank holidays. Rising 1 day per year of service to a maximum of 33 days, including 8 bank holidays.
DBS	This post is subject to a basic DBS (Disclosure and Barring Service) check and compliant with safeguarding policies and procedures. Safeguarding training will be required.
Probation Period	6 months
Contract Type	Open ended permanent
Notice Period	1 week during 6 month probation period 4 weeks after completion of probation period
Occupational Requirement	The Marylebone Project is based over two sites, 100m apart, and the job involves walking throughout and between both sites. The Bradbury House site is a listed building, over five floors with a lift. The postholder must be able to access all areas of the Project and may be required to do so quickly in the event of an emergency. The ability to undertake these physical aspects of the role and to carry smaller items are required as essential.



# WHAT MAKES US CHURCH ARMY

## Our Vision

For everyone everywhere to encounter God's love and be empowered to transform their communities through faith shared in words and action.

See our [We Are Church Army](#) video.

## Our Values

Everything we do is underpinned by our GRACEUP values:



**Generous** - We believe God is generous and we want to model that generosity to others.



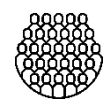
**Risk-taking** - We have a long heritage as a pioneering movement, taking calculated risks and giving our staff permission to try new things.



**Accountable** - We are accountable to God and others, and we want to be reliable and responsible to high professional standards.



**Collaborative** - We are committed to partnering with others who share our values; we believe collaboration enhances the potential and outcomes of our work.



**Expectant** - We are hopeful, expecting God to do new things through our frontline work and the Church Army community.



**Unconditional** - We believe God loves everyone and every person is significant in His eyes. We serve anyone regardless of their age, gender, race, sexuality, faith, ability, status or circumstances.

**Prayerful** - We listen to God through prayer, and we want to be obedient to Him. We want to be like Jesus in all we do.





## Working with Us

We aspire to see our teams reflect the communities they serve, and to have a diversity of people and views reflected across our organisation. We are a Christian charity working with people of all faiths and none. We ask that our team, where being a Christian is not a requirement, to respect and be sympathetic to our history, work, vision and values.

We welcome and encourage job applications from people of all backgrounds. We particularly welcome applications from candidates from black and ethnic minority backgrounds. We are an equal opportunities employer and we do not discriminate on the basis of any characteristic, including those protected by the Equality Act.

Church Army staff have access to a wide range of benefits, and you can find some of these listed on our [website](#) below our vacancies.





# APPLICATION PROCESS

---

To apply, please submit an application form which is available to download from our website: [www.maryleboneproject.org.uk](http://www.maryleboneproject.org.uk) and from the advert for this post.

For more information about the role, please contact Melinda Ponsonby by calling 02039591451.

References will only be taken up once an offer of employment has been made, or unless we ask your permission to do so.

Applications should be sent to: [recruitment@maryleboneproject.org.uk](mailto:recruitment@maryleboneproject.org.uk)

---

**Deadline: 12<sup>th</sup> January 2025**

---

*We will be conducting active interviewing, so interview dates will vary from the first week of the advert to two weeks after it closes. The position will be offered to the first applicant who demonstrates an aptitude for the position, therefore the position maybe filled earlier than the closing date of the advertisement.*

---

## What to expect from our Recruitment Process:

- Upload your completed application form on our website, or email it to [recruitment@maryleboneproject.org.uk](mailto:recruitment@maryleboneproject.org.uk)
- One of our team will acknowledge your application
- Applications are shortlisted against the person specification
- You will be contacted as to whether you have been invited to interview

## Offers of employment are made subject to:

- Evidence of your eligibility to work in the UK
- An enhanced DBS check
- Two satisfactory references
- Successful completion of a probationary period

References are usually only requested once an offer has been made. We will ask for your permission before seeking any references.

For more information about the Marylebone Project please visit:

[www.maryleboneproject.org](http://www.maryleboneproject.org) and to find out about our parent organisation Church Army please visit: [www.churcharmy.org](http://www.churcharmy.org)