



**WE ARE**   
**HIRING!**

# **JOB VACANCY: OFFICE ADMINISTRATOR**

**KRUNCH IS ABOUT HELPING YOUNG PEOPLE DISCOVER WHO THEY ARE, WHAT THEY WANT TO BE AND HOW TO GET THERE.**

**Are you ready to be part of a vibrant and dynamic faith-based charity working with children and young people? If the answer to this question is yes, then you could be who we are looking for!**

**We need an experienced Office Administrator to join our team and contribute towards a positive experience for Krunch service users and visitors, along with specific administrative and finance duties which support the running of Krunch services.**

# Krunch is...

A vibrant and dynamic team of practitioners, delivering bespoke one to one mentoring services and group workshops to children and young people between the ages of 9-19 years. We support children and young people from many backgrounds with a range of life issues such as: children in care, those with Special Educational Needs, those living with ACEs who may have experienced trauma and abuse, those at risk of exploitation and grooming, those on the edges of crime, those exhibiting challenging behaviours and those experiencing complex family issues.

Krunch has over 20 years experience working to provide a multi-agency and trauma-informed mentoring approach within the Krunch base, schools and virtually.

*"Along with providing experienced mentors, Krunch are also excellent at communicating and feeding back to the referral agency. They provide detailed writes up in a timely manner and are prompt at processing new referrals and allocating work, this would indicate that as well as having a dynamic and effective mentoring group they also have excellent business support services."*

LEAD FOR YOUTH OFFENDING SERVICE, DUDLEY

*"Amazing! You have built up trust and engaged fantastically with our son. He has now begun to engage with other professionals and make small steps towards attending a new school"*

MOTHER OF A MENTEE

*"I have worked with Krunch a few times over the last few months on some really complex cases and I have been so impressed by the quality of work that you offer there. I see Krunch as an invaluable service. At a time where lots of people are struggling, you are clearly all giving 110% continually."*

SENIOR EDUCATION PSYCHOLOGIST,  
SANDWELL



## Our partners:



west midlands  
police and crime  
commissioner



Sandwell Children's  
Safeguarding  
Partnership



Sandwell  
Metropolitan Borough Council



Sandwell  
Children's Trust

SCVO

connecting · enabling · celebrating



SANDWELL  
EARLY HELP  
PARTNERSHIP

Love  
Black Country



Sandwell  
Partnership  
MAKING CHANGE HAPPEN

Dudley  
Metropolitan Borough Council

# Our ethos

Krunch shares a broad and generous Christian ethos which is motivated and inspired by the virtues of Jesus - love, joy peace, patience, kindness, goodness, faithfulness, gentleness, self control. Krunch seeks to reflect these virtues in and through its work and in so doing demonstrates a faith that is real and works. It is through our actions and interactions with people that our faith speaks. Krunch chooses never to impose our Christian faith or beliefs on those that we work alongside and we respect the freedom of people of all faiths and none both to hold and to express their beliefs and convictions respectfully and freely.

Our Christian ethos is expressed through three core values and behaviours: Hospitality, Inclusion, and Community. People are welcomed, valued and discover a sense of belonging. We want our ethos to infuse everything we do and to be obvious wherever and whenever people encounter Krunch.



## **Hospitality: You are welcome!**

We believe that each person who visits our centres or uses our services should feel welcomed.



## **Inclusion: You are valued!**

We believe that each person is unique and of significant worth and value.



## **Community: You belong!**

We believe that each person benefits from belonging to a community and contributing for the good of the local community.



# The role is...

**Office Administrator: Fixed term contract  
September 2021 to August 2022 - Term time only**

## Key tasks:

- **Demonstrate a passion and enthusiasm for Krunch's vision and ethos**
- **To undertake weekly administration duties, to include:**
  - Inputting of staff timesheets
  - Process and record staff leave and sickness
  - Typing letters
  - Post mail and order stamps
  - Collate requests for and order stationary and other resources
  - Checking the first aid kits are well stocked and out of date items are replaced
  - Making sure the photocopier/printer is fully functional
  - Filing, archiving and shredding
- **To undertake responsibility for the following finance duties:**
  - Chase non payment of invoices as instructed by the Services Coordinator
  - Create and print expense forms
  - Taking charge of petty cash and banking
- **To undertake all reception duties, including:**
  - Answering of phone, picking up messages and passing them on accurately
  - Welcoming visitors to Krunch and ensuring that the signing in books are used by staff and visitors alike
  - Notifying relevant staff when their visitors/students arrive
  - Keeping the reception area tidy and welcoming
  - Setting up for meeting and events in the building - seating and refreshments
  - Shopping for general cleaning products and refreshments
  - Diarise and organise events
- Adhere to the Health and Safety at Work Act at all times to ensure the care of own self and those around you
- Comply with all confidentiality policies, including GDPR
- Become an active team member, and attend weekly staff meetings and training as required
- Maintain a professional approach when contacting outside agencies and partners
- Liaise with the Services Coordinator regarding day to day issues relating to timetables, absence of mentees, transportation issues etc

# Person specification

## It is essential the successful candidate will:

- Be confident, courteous and have a welcoming personality – you are the ‘face’ of Krunch at our premises and will exercise sensitivity and discretion in your conversations
- Have excellent IT skills and knowledge of software including; Microsoft Outlook, Microsoft Word, Microsoft Excel and Microsoft Access
- Have excellent verbal skills face to face and on the telephone – be patient and supportive
- Be a caring, empathetic and non-judgmental attitude to others – you must value inclusion, equality and diversity
- Conduct themselves in a calm, non-confrontational and professional manner, which is personable and friendly
- Be able to cope in a busy environment, having a flexible and enthusiastic approach
- Have the ability to follow set procedures in an accurate and thorough manner
- Hold GCSE’s in Maths and English
- Have good organisational skills and ability to prioritise workload
- Be able to learn quickly
- Be well presented
- Be able to show initiative in solving problems and work as part of a team
- Hold a full driving licence and have access to a vehicle for business use, or be able to demonstrate alternative arrangements
- Be subject to an enhanced DBS check



## Other desirable skills for the successful candidate:

- Have a basic understanding of the current issues facing children and young people in society
- Have a basic understanding of safeguarding and child protection
- Experience of working in an administrative capacity for an organisation delivering services for children and young people
- Experience in taking minutes of a board/trustee meeting
- Experience of contributing towards the creation/proving of policies and procedures

Starting salary based upon hourly rate of  
£10.30 per hour

18 hours per week, spread across four days  
(Monday to Thursday)



# How to apply

To request an application form, or for more information, please contact Jon Grant by email at [jongrant@krunch.org.uk](mailto:jongrant@krunch.org.uk)

We do not accept CV's, only completed Krunch application forms.

Deadline for applications: Wednesday 8th September 2021 at 12pm.  
Interviews will take place week commencing the 13th September 2021.



For general information on Krunch, please visit our  
website: [www.krunch.org.uk](http://www.krunch.org.uk)