



Job Title: HR Administrator (Youth)  
Reporting to: HR Administration Team Leader  
Direct Reports: 0  
Job Band: Band 7  
Size of Team: 50

To ensure that administration of young service users is dealt with in an efficient, correct and timely manner. Key duties will be to answer parents' enquiries, support the enrolment process, liaise with the Youth team and local units and maintain young people's records.

## Key Responsibilities

- Answer queries via phone or email from parents of potential Badgers or Cadets about vacancies and the joining process.
- Help parents connect with local youth leaders to visit units and discuss the joining opportunities.
- Liaise with the Youth team to update the list of units and identify those with vacancies and maintaining the waiting list.
- Ensure that changes relating to starters, transfers and leavers are accurately captured on the MyData system.
- Ensure records in MyData are accurate, complete and up to date.
- Provide reports from the MyData system both on a regular basis and in response to ad hoc requests.
- Produce Badger and Cadet certificates as needed.
- Provide administrative support for Youth camps and rother residential activities
- Perform any other duties commensurate with these responsibilities, the band of the post and skills and qualifications of the post-holder

## You will

- Be able to work on your own initiative
- Have willingness to learn and adapt new skills



## BE PART OF A LIFE SAVING TEAM



## Person specification

This is a specification of the experience, skills etc. that are required to effectively carry out the duties and responsibilities of the post (as outlined in the job description) and forms the basis for selection.

Requirements	Essential	Desirable
<b>Education and Qualifications</b>		
5 GCSE's at Grade C or above, including Maths and English	✓	
<b>Experience</b>		
Use of computerised systems	✓	
Working within a team	✓	
Undertaking office administration	✓	
Experience of dealing with administration of volunteers in a charity		✓
Dealing with customer or volunteer queries	✓	
<b>Skills, knowledge and abilities</b>		
Good interpersonal skills with ability to communicate effectively at all levels	✓	
Ability to use Microsoft® applications at intermediate level	✓	
Accuracy and attention to detail	✓	
Good customer service skills	✓	
Able to handle sensitive information and act with discretion	✓	

This job description is intended as an outline indicator of general areas of activity and will be amended in light of the changing needs of St John Ambulance. It is expected that the post holder will be as positive and flexible as possible in using this document as a framework.

Initials: HR

Date of preparation: 31/10/2017