



include
YOUTH

WELCOME AND ENGAGEMENT ADMINISTRATOR





A MESSAGE FROM INCLUDE YOUTH

DEAR APPLICANT,

Dear applicant,

Include Youth is seeking to recruit a Welcome and Engagement Administrator. The main role of the Welcome and Engagement Administrator will be to welcome young people, staff, visitors and contractors to 100 GPS in a friendly and professional way, ensuring the smooth running of the building. They will represent all three organisations, Include Youth, VOYPIC and Viable Corporate Services.

The application process opens today and will close on Friday 11th July 2025. Full details on how to apply can be found on page 15 of this pack.

If you have any questions on the application process, please in the first instance contact jackie@includeyouth.org

Yours sincerely,

Diane Hill

CEO

Who We Are

Include Youth is a rights-based charity for children and young people in or leaving care, from disadvantaged communities or whose rights are not being met.

We work to improve employability, personal and social development enhancing inclusion, integration and good relations.

Include Youth influences public policy led by the voice of children and young people, evidence based practice and international children's rights standards.



Our Approach

Adopting a youth work based approach, we work alongside young people in order to provide life changing opportunities.

We provide a tailored wrap around service that helps young people gain qualifications, employability skills, develop self-confidence and a better understanding of cultural diversity and inclusion.





Our Purpose

Empowering young people to thrive.

Our Values



Equality

We focus on driving equality amongst young people and in wider society, ensuring all young people have access to opportunities to improve their lives



Inclusion

We believe in an inclusive society, where regardless of background, everyone should have a voice. Include Youth involve and advocate for young people from all communities, creating a truly inclusive environment throughout Northern Ireland and across the border.



Opportunity

Through our work we ensure that young people are provided with opportunity to excel and thrive. By facilitating accessible programmes, we can drive opportunities for the most disadvantaged in society and create opportunity for all.



Integrity

We work in a respectful, helpful and transparent manner with our young people so we can advocate for them and achieve the best outcomes.

Our Services



Give and Take

Give and Take is a regional youth work intervention project to support young people aged 16 to 24 years old. It offers individually tailored programmes with core themes being; supported work experience, personal development, OCN qualifications, mentoring and transitional support.

Give and Take One to One is a programme that supports young people who are at risk of or have experienced Child Sexual Exploitation. It builds on protective factors and helps to improve their health and wellbeing in a supportive way



One to one



Expert By Experience

This project is led by young people, working directly with their peers. It builds upon Include Youth's '**Expert by Experience**' (EBE) model of participation which empowers young people to lead. It employs 15 care experienced EBE's who will be supported to mentor other young people to become change makers and policy advocates.

We are committed to ensuring that the voice of young people is at the centre of decision making. We promote and protect the **rights of children and young people** and provide opportunities for young people to influence policy and decision makers. We support young people to develop their campaigns on issues which matter to them.



Policy

We deliver a range of **accredited training and workshops** such as;

Awareness raising workshop
on Child Sexual Exploitation,
OCN NI Level 2 in Understanding Child Sexual Exploitation,
OCN NI Level 4 in Supporting Care Experienced
Children and Young People
OCN NI Level 2 in Mentoring Practice



Training



Employability

Employability services offers one to one support for young people hoping to transition into employment and help them navigate this move. It offers: CV building, supported work placements, taster days, interview techniques and personal development support .

Strive is a cross-border, cross-community, good relations programme for young people aged 14 to 24 led by Include Youth in partnership with Youth Initiatives, Newstart Education Centre, Northern Ireland Alternatives and Lifford Clonleigh Resource Centre. Strive is an intensive youth-led youth work programme . It engages young people in a transformative process, focusing on four core strands: good relations, citizenship, personal development and employability.

S

Strive



Heads Up

Heads Up will develop and deliver programmes to increase mental health literacy, enhance emotional resilience, build the leadership skills of children and young people (aged 9-25) and will lead research in mental health and the impact of trauma on our communities

Job Description

| | |
|------------------------|--|
| Job Title: | Welcome and Engagement Administrator |
| Responsible to: | Operations Manager |
| Based at: | 100 Great Patrick Street, Belfast, BT1 2LU |
| Working week: | 25 hrs per week |
| Salary: | £24,000 pro rata |

Job Purpose

The main role of the Welcome and Engagement Administrator is to welcome young people, staff, visitors and contractors to 100 GPS in a friendly and professional way, ensuring the smooth running of the building. They will represent all three organisations, Include Youth, VOYPIC and Viable Corporate Services.

Main Duties and Responsibilities:

- Create a welcoming environment, ensuring communal and reception areas are clean and presentable, to create a positive first impression for all visitors and users.
- Manage area at key times e.g. large events/external bookings while delivering a high-quality customer service to all users of the building.
- Liaise with VOYPIC/IY administrators to manage supplies for the building and ensure the efficient distribution of incoming mail to building tenants.
- Manage and supervise contracted cleaners to the building.
- Manage all contractors/suppliers to the building.
- Keep records of missing property.
- Act as a point of contact and maintain records for repairs and maintenance required within 100 GPS.
- To assist in the management of the building's facilities and resources in accordance with protocols and procedures.
- Collate data and report on visitor management through the online reception system and software.

Main Duties and Responsibilities: (cont'd)

- To assist with the effective communication between all organisations in the building.
- Attend regular housekeeping meetings with building tenants to maintain professional standards.
- Be familiar with Health and Safety risk assessments, policies and procedures and ensure adherence.
- To manage inventory as appropriate.

Visitor Management and Event Support

- Managing visitors and events.
- Manage room bookings for both internal and external clients.
- Manage the logistics, including catering, for visitor events.
- Room set up and clear up for visitor events.

Security and Safety of 100 GPS

- Maintain reception security by following safety procedures and controlling access via the reception desk.
- Maintain appropriate records for fire safety management.

Admin Duties – Include Youth

- Manage incoming correspondence and respond to general enquiries in a timely and professional manner.
- Enter data accurately and prepare documents, letters, reports, and presentations using Microsoft Word, Excel, and PowerPoint.
- Formatting, presentation, and distribution of key documents and reports.
- To promote general administration duties across the organisation requirements.
- Perform routine administrative tasks, including processing invoices, processing timesheets, and handling receipts.
- Ensure compliance with company policies and procedures.
- Various other duties to support the organisation's administrative functions, ensuring consistent and efficient office operations.

The key responsibilities above give a broad outline of the functions of the post. However, these duties must be approached in a flexible manner.

General

The post holder will be expected to adapt to changing circumstances and undertake other duties appropriate to the grade of the post as allocated by your line manager.

Members of staff are expected to treat those with whom they come into contact in a courteous and respectful manner in accordance with the Dignity at Work Procedure.

- Staff are expected to demonstrate their commitment to Include Youth by their regular attendance and the efficient completion of all tasks allocated to them.
- Staff must take care of their own health and safety and that of people who may be affected by what they do (or do not do).
- Staff must co-operate with others on health and safety, and not interfere with, or misuse, anything provided for their health, safety or welfare.
- Staff must follow the training they have received when using any work items their employer has given them.
- Staff must follow Include Youth policy and procedures as outlined in staff handbook
- The post holder will maintain high standards of personal accountability

Person Specification

Experience

Essential Criteria

- Minimum of two years' experience gained within the last six years in a post involving general administrative duties within an office environment

Qualifications

Essential Criteria

- ICDL or equivalent
- Math and English GCSE or equivalent

Skills

Essential Criteria

- Professional appearance and attitude, with a commitment to providing a welcoming and efficient front-of-house experience.
- Confident in managing a reception area, signing in guests, handling deliveries, and liaising with maintenance or service personnel, while demonstrating excellent communication and interpersonal skills.
- Experienced in Microsoft Office applications (Word, Outlook, Excel) and confident using office systems and technology.
- Strong organisational and time management skills, with the ability to prioritise tasks, multitask, and meet required deadlines in a busy environment.
- Sound understanding of GDPR and the ability to handle confidential visitor and staff information with discretion, in line with data protection regulations and company policies.
- Self-motivated and able to use initiative, with the ability to work independently or as part of a team.
- Flexible and responsive to the needs of the team and organisation/s, including assisting with room bookings, refreshments, and general administrative tasks as required.
- Awareness of and adherence to security and safeguarding procedures, including issuing visitor badges and notifying appropriate staff of arrivals.

Person Specification

Knowledge and Values

Essential Criteria

- An understanding of/empathy with the voluntary sector

Condition of Service

| | |
|----------------------|---|
| Based at: | 100 Great Patrick Street, Belfast, BT1 2LU |
| Working week: | 25 hrs per week |
| Annual leave: | 25 days per annum plus 12 statutory days pro rata |
| Probation: | 6 months |
| Contract | Permanent |

Travel Expenses

Responsibility is on the employee to ensure that when using the car in the course of business, that proper insurance cover is acquired, and that the car is maintained in a road worthy condition. A mileage allowance will be payable by Include Youth towards expenses.

Vetting

The successful applicant will be asked to declare all pending prosecutions, convictions, cautions and bind-over orders. Applicants will be required to complete an AccessNI check.

Pension

Include Youth operates a group personal pension scheme.

TOIL

There is no entitlement to overtime payment. However, you are entitled to receive time off in lieu for hours worked in excess of your normal working week.

Equal Opportunities Policy

Include Youth is an equal opportunity employer. The aim of its policy is to ensure that no job applicant or employee receives less favourable treatment on the grounds of nationality, race, ethnic origin, gender, marital status, sexual orientation, disability, religious belief or political opinion, nor should they be disadvantaged by conditions or requirements which are neither justified nor relevant to the job.

It is the responsibility of all staff to ensure a harmonious working environment in which the dignity of all employees and service users is respected.

Please read the following carefully before completing your application.

The application :

Applicants, please ensure that you first read the essential criteria on the person specification and the duties on the job description to see if you are suitable for the post.

Personal details:

Ensure that your contact details are clearly displayed. If you move address between submitting your application and being interviewed, please let us know as soon as possible. All personal details will be removed prior to the selection process

Shortlisting:

Applicants will be shortlisted against the criteria in the person specification.

The interview:

All shortlisted applicants will be contacted with an offer of an interview and this will be confirmed by email. You will be informed of the date, time, location and contact for the interview. If you have any special requirements that would enable you to participate more fully in the interview, please let us know in advance of the interview. Applicants will be asked questions relating to the job description and person specification and the panel will take notes during the course of the interview. This is part of the procedure to ensure that all applicants are treated equally, and to help us to make the right decision.

In preparation for the interview, please take the opportunity to read through the job description and any other literature sent as part of the information pack, and be prepared to talk about your experience, giving examples that illustrate your ability to do particular parts of the job.



Reward Statement



Financial Reward

- Sector competitive salaries
- Employer pensions contributions 7%
- Business expenses
- Enhanced maternity, paternity and adoption Pay
- Enhanced sick pay



Work/Life Balance

- Standard 35 hour week
- Up to 30 days paid leave and 12 days statutory leave
- Time off in Lieu (TOIL) in compensation for additional hours worked
- Flexible working
- Family friendly policies
- Other leave such as compassionate leave



Training and Development

- Comprehensive induction training
- Comprehensive in- house training
- On the job learning
- Learning and development linked to Strategic, Operational Plan
- Learning and development linked to individual requests
- Work plans and ongoing supervision
- Continuing professional development
- Strategy and team building days
- Study leave



Wellbeing

- Wellbeing Champions
- Occupational Health Service
- Return to work interviews
- Free tea/coffee/milk/water fountains
- Clear policies and procedures

How to Apply

If you feel you are suitable for the post, please submit your CV with a covering letter detailing exactly how you meet each essential criteria on the job description. Only candidates that meet all the essential criteria will be invited to interview.

To apply please go to

<https://hr.breathehr.com/v/welcome-and-engagement-41545>

The details of this job opportunity can also be found on the Include Youth website, <https://includeyouth.org/all-about-us/careers/>, and on Active Link or by contacting jackie@includeyouth.org

All documents should be uploaded by 12 noon on Friday 11th July 2025

Submissions received after this time and date will not be accepted. Interview invites will be issued after this date for the week commencing 2^{1st} July 2025.

We look forward to hearing from you, and wish you all the best in your application and the process ahead.

For any queries please contact jackie@includeyouth.org

Privacy Notice

Include Youth (referred to as "the organisation" throughout this notice) collects and processes personal data relating to job applicants as part of our recruitment process. We are committed to being transparent about how we collect and use that data and to meeting our data protection obligations.

This notice sets out the basis on which we collect, use and disclose the personal data of our job applicants, as well as your rights in respect of such personal data.

What information does the organisation collect and how?

Include Youth collects a range of information about you. This includes:

- your name, address and contact details, including email address and telephone number;
- details of your qualifications, skills, experience and employment history;
- information from interviews and phone-screenings you may have;
- information about your current level of remuneration, including benefit entitlements; information about your entitlement to work in the UK;
- equal opportunities monitoring information, including information about your ethnic origin, sexual orientation, health and religion or belief.

We may collect this information in a variety of ways. For example, data might be contained in application forms or CVs (including when these are sent to us as part of speculative applications or queries), obtained from your passport or other identity documents, or collected through interviews or other methods of assessment.

We may also collect personal data about you from third parties, such as references supplied by former employers. We will seek information from third parties only once a job offer has been made to you. Data will be stored in a range of different places, including on your application record, in our HR management systems and our email system.

Why does Include Youth process personal data?

Include Youth collects and processes your data for a number of purposes and where we have a legal basis to do so, as follows.

Include Youth has a legitimate interest in processing personal data during the recruitment process and for keeping records of the process. Processing data from job applicants allows us to manage the recruitment process, assess and confirm a candidate's suitability for employment and decide to whom to offer a job. We may also need to process data from job applicants to respond to and defend against legal claims. We will not use your data for any purpose other than the recruitment process of which you are a part

Who has access to data?

Your information may be shared internally within the organisation for the purposes of the recruitment process. This includes members of the HR team, interviewers involved in the recruitment process, and managers in the business area with a vacancy.

We will not share your data with third parties unless your application for employment is successful and an offer of employment is made. We will then share your data with former employers in order to obtain references. In addition, we may need to share your personal information with a regulator or otherwise to comply with the law.

How does Include Youth protect data?

Include Youth takes the security of your data seriously. We have internal policies and controls in place to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by our personnel in the proper performance of their duties.

For how long does Include Youth keep data?

If your application for employment is unsuccessful (including when you have speculatively applied to us in respect of a role which is not available), we will hold your data on file for 6 months. At the end of that period, your data is deleted or destroyed (unless we need to retain it for longer to exercise or defend any legal claims). If your application for employment is successful, personal data gathered during the recruitment process will be transferred to your personnel file and retained during your employment. The periods for which employee data is held will be provided to you in a separate privacy notice.

Your rights

As a data subject, you have a number of rights under data protection law. You can:

- access and obtain a copy of your data on request;
- request Include Youth to change incorrect or incomplete data;
- request Include Youth to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing;
- object to the processing of your data where Include Youth is relying on its legitimate interests as the legal ground for processing; or ask us to transfer your data to another organisation.

If you would like to exercise any of these rights or if you have any questions about this notice or our processing of your data more generally, please contact karin@includeyouth.org.

If you believe that the organisation has not complied with your data protection rights, you can complain to the Information Commissioner's Office.

What if you do not provide personal data?

You are under no statutory or contractual obligation to provide data to Include Youth during the recruitment process. However, if you do not provide the information, we may not be able to process your application.



Contact Details

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Belfast
BT1 2LU
02890 311007
www.includeyouth.org
@includeyouth

Charity number: NIC103383

include
YOUTH