

Gingerbread*

Fighting for single parents and their children

Executive Assistant & Office Administrator

Job specification



Gingerbread, the charity for single parent families, is registered in England and Wales as a company limited by guarantee, no. 402748, and a registered charity, no. 230750.

Welcome



Victoria Benson
CEO, Gingerbread

Thank you for your interest in joining the Gingerbread team. This is an exciting opportunity to join a passionate and inclusive organisation making a real difference to single-parent families across England and Wales.

This pack will tell you more about our charity. It includes details of the role you're interested in, how to submit your application and some background information about our history and the work we're doing today.

Gingerbread is the charity for single parents. If you take the next step of your career with us, you'll be joining a small team who punch above our weight in the impact we deliver. We challenge discrimination, and campaign against the inequalities single parents face. We support single parents by providing them with expert advice and information. And we build connections – providing a support network so that no single parent is ever alone.

There are over 1.8 million single parents in England and Wales. Although the majority of them are working, they're twice as likely to live in poverty as couple parents. And too many single parents experience loneliness, worry and the impact of negative stereotypes in the media and wider society. Gingerbread is leading the fight to create a society where all single parents and their children can thrive. We hope you'll consider joining us.

As you'd expect, we're a family-friendly charity. We offer a supportive team culture and good work-life balance, while delivering impressive results. As a single parent myself, I know how difficult (and rewarding) it can be to be part of a single-parent family. I am passionate about the work we do, as are all the team.

We'd be delighted to discuss this role with you so please get in touch by emailing recruitment@gingerbread.org.uk if you'd like any more information. We look forward to hearing from you.

A handwritten signature in black ink that reads "Victoria Benson".

What Gingerbread does

Gingerbread has supported and championed single parents since 1918. Originally called the National Council for the Unmarried Mother and her Child, we've worked for over 100 years to make sure that single parents are not forgotten.

Our campaigns have led to changes in the law. We've influenced the government and challenged stigma and stereotypes. Our expert advice and information help tens of thousands of single parents every year.

Through our policy work, we ensure that our members' concerns and experiences are taken to the heart of Westminster and our in-person and online communities can be found across England and Wales, providing support and friendship to thousands of single parents and their children.

In 2022, we launched our **latest strategy** with a focus on improving the financial situation and the mental health and wellbeing of single parents.

Our vision

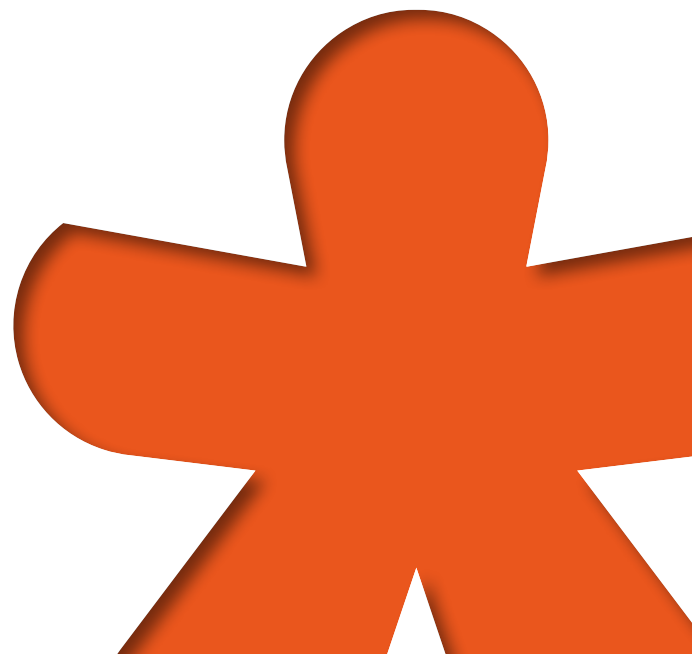
All single parents and their children thrive.

Our mission

We stand with and support single parents to overcome disadvantage, inequality and injustice.

Our values

- **To be brave**
- **To be inclusive**
- **To be trustworthy**
- **To be supportive**
- **To be ambitious**



Working with Gingerbread



Where we work

Gingerbread's office is based in Kentish Town, London; however, our work spans across England and Wales.

Our address is:

Unit B, Mary Brancker House,
54-74 Holmes Road,
Kentish Town, NW5 3AQ

We currently operate a hybrid working environment and support applications from those wishing to work remotely.

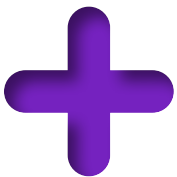


When we work

Staff can work between 7.30 am and 7.30 pm; agreeing a schedule with their Line manager. Most full-time roles are for 35 hours per week, however, some of our teamwork non-standard hours or part-time.

We would also consider other requests for flexible work patterns.

Gingerbread welcomes flexible working requests from day one and has a Flexible Working Policy in place to support the team. While we cannot guarantee that all requests will be approved, we can ensure that they are all carefully considered.



Equal opportunities

Gingerbread wishes to actively encourage applicants from diverse backgrounds, including underrepresented communities and single parents.

To help us monitor the effectiveness of our recruitment, please complete a diversity and equality questionnaire on **MS Forms**. This data is completely anonymous, is stored confidentially by our HR department and will not be seen by the selection panel.

What we can offer you

We offer our staff a wide range of health, wellbeing, lifestyle and financial benefits.

Working culture

- A welcoming and supportive workplace
- Open to flexible working requests from day one to support work-life balance
- Free tea and coffee available in the office
- Training and development opportunities
- Two charity days a year to volunteer with an organisation of your choice
- Be part of a team making a difference for single parents across England and Wales.

Money

- A competitive salary that is annually reviewed
- Workplace pension with Aegon (Gingerbread makes a 5% contribution)
- Matched pension increase (up to 2%)
- Interest-free season ticket loan up to £10,000
- Death-in-Service benefit
- Income protection insurance.

Time off work

- Generous annual leave allowance of 28 days plus bank holidays
- Office closure between Christmas and New Year
- An extra day's leave after two years' service
- Day off on your birthday
- Able to buy or sell up to five days of annual leave a year.

Health and lifestyle

- Employee Assistance Programme (Employee advice line and discounts/promotions from leading name brands, restaurants and cinemas)
- Cycle to work scheme to help you buy a bike
- Eye tests and contribution to glasses needed for your job
- Technology loan scheme
- Critical illness cover.

What we can offer you

We are trialing a 4-day week!

Gingerbread is excited to announce that we are trialling a 4-day week until March 2024, with the office closed on Fridays. To maintain essential services, we have reduced our working hours to 30 per week, down from 35 hours per week.

Feedback from single parents to our advice service, alongside our policy research, shows that flexible work is incredibly important to single parents.

Gingerbread employs a number of single parents, and it is important that we lead the way in supporting them and all of our colleagues to thrive at work.

Evidence shows that a 4-day week is good for employers and employees. We want our staff to be happy and able to strike a positive work-life balance. The 4-day week will allow us to do that with no expected loss in productivity.

We know that the Gingerbread advice service is a lifeline to many single parents and it is essential to note that there will be no loss in service - in fact, our advice service will operate for more hours, allowing Gingerbread to continue to offer expert help and advice to single parents at times that work for them.

Our preparation for a 4-day week

We have not embarked on this trial lightly with a considerable planning period before the trial's launch. We met with other not-for-profits who took part in the 2022 pilot to develop a suite of tools that will allow us to monitor the impact of the trial on the organisation, including on staff productivity and wellbeing, and make changes during the trial to maximise its success. We have also produced guidance for managers so they feel able to support their teams and we have set up a working group so that staff can feed into how the trial is run.

What will we do if the 4-day week trial ends?

We will return to a full-time post being 35 hours per week (the rest of the roles will return to their pre-trial hours).

We will continue to be flexible and welcome flexible working requests so staff can ensure the hours work for them.

How to apply



If you have any questions about completing the application form or the application process, please contact the HR team:

recruitment@gingerbread.org.uk

We would like to take this opportunity to remind you that you will require an existing right to work in the UK for us to progress your application.

We strongly recommend you look through the Gingerbread website before starting the application form.

[Click here to access the online application form.](#)

The application form is split into three sections:

- **Section 1**
This section asks you to submit your personal details and availability, this section is for HR only and will not be available to the selection panel.
- **Section 2**
Experience and education, this is your opportunity to set out your employment history, relevant experience and training/qualification.
- **Section 3**
In this section you will find questions that will assess your response to competency-based questions.



Job description

Job title		Executive Assistant & Office Administrator	
Hours:	35 hours per week (30 under the 4-day week trial)	Salary:	£30,000 pa
Based at:	Hybrid	Reports to:	People, Culture & Governance Manager
Job purpose			
<p>The EA/Officer Administrator post is responsible for the practical day-to-day running of the Gingerbread Office based in Kentish Town and for providing administrative support to the Chief Executive Officer (CEO), Senior Management Team (SMT) and HR and providing some events support as required.</p> <p>The EA/Office Administrator to the Chief Executive has responsibility for:</p> <ul style="list-style-type: none"> - The day-to-day running of the Kentish Town office, including the office premises, reception function, office equipment and supplies. - Administrative support to the CEO, SMT and HR as required. 			
Key responsibilities			
Support to the CEO & SMT	<ul style="list-style-type: none"> • Provide support to the CEO with diary, travel arrangements, arranging external and internal meetings, phone cover, and email management, including sending out correspondence. • Support the SMT Team with other key internal or external meetings, distributing agendas and papers on time, attending internal and external meetings to take minutes or notes as required, and working with the CEO to ensure proper communication and follow-up action. • Support the SMT with monthly reports for their department and oversee the collation of this data in the quarterly reports. • Work with the SMT to log and review all complaints. 		
Day-to-day running of the office	<ul style="list-style-type: none"> • Support the Head of Finance and Resources to procure and maintain office equipment, fixtures and fittings, liaising with suppliers as necessary. • Assist the Head of Finance and Resources in ensuring that we comply with the law and good practice in relation to Health and Safety in the workplace. • Ensure the premises are maintained in a good state of repair and cleanliness and that security procedures are observed. • Support implementation of administrative systems across the organisation, including any reception function Gingerbread maintains. • Carry out any ad hoc centre based admin tasks/purchases as and when required. 		
IT support	<ul style="list-style-type: none"> • Support the Head of Finance and Resources to liaise and maintain a good working relationship with the organisation's external IT support company. • Carry out any ad hoc centre-based IT tasks when required or requested. 		
Board of Trustees & Governance	<ul style="list-style-type: none"> • Support the team to collate administrative reports for the Board of Trustees • Support with the planning and organisation of meetings for the Board of Trustees • Be available to minute Board meetings, producing the required documentation 		
Information & knowledge management	<ul style="list-style-type: none"> • To support the implementation of efficient storage and filing systems and to update relevant electronic office/administrative policies as and when required. • To support the maintenance of GDPR practices and management of the Data Inbox. 		
Corporate	<ul style="list-style-type: none"> • To take a flexible approach to work and duties within an appropriate level of responsibility, carrying out other duties as directed by the Senior Management Team. • To actively contribute to organisational cohesion, encouraging cross-team working and a problem-solving approach. • To work in line with Gingerbread's values and Code of Conduct. • To take personal responsibility and ensure compliance with corporate policies, including safeguarding, confidentiality, health and safety, data protection and risk management. • To support a digital-first and collaborative approach to all work. • To champion and promote equality and diversity in your work area and the broader organisation. • To ensure single parent voice and experience informs the design and development of your work where possible. 		

Person specification

Criteria	To be assessed via application	To be assessed at interview
Experience		
An experienced administrator EA or PA used to operating in a busy work environment, ready and capable of taking on the responsibilities outlined.	✓	✓
Qualifications, training, skills and abilities		
Well organised, good at multi-tasking, able to prioritise work and a proactive approach to work.	✓	✓
Good people and communication skills.		✓
Good IT skills, proficiency in Word, Excel, and PowerPoint.	✓	
Excellent minute taker and diary management experience with attention to detail.	✓	
Numerate, with experience working within tight budget constraints, good monitoring of expenditure, and ability to negotiate with suppliers.	✓	✓
Able to operate at a senior level working with the Chair of the Board, Chief Executive, and senior external contacts.	✓	✓
Desirable		
Experience of working in the voluntary sector.	✓	✓
Relevant qualifications which may be appropriate for this role.	✓	
Experience working with Salesforce or a similar CRM.	✓	✓
Corporate		
A commitment to the work of Gingerbread and to improving the lives of the UK's 1.8 million single parent families.	✓	✓
Able to work confidentially in a digital office, including standard Microsoft Office software packages and CRM bases and identifying opportunities to		✓
Highly developed understanding of the principles of equality, diversity and inclusion and how it affects the organisation.		✓