Job Description: Business Administrator

Reports to: Hub Manager

Salary: SP2 £24,935.04 pro rata

Hours: 27.5 h/week

Based at: Acomb NE46 & Blyth NE24

About Us

Journey Enterprises was founded in 1983. The Charity provides services for adults with intellectual (learning) disability. These services are designed to enable the adults in our care to develop work and life skills, and to manage their health and wellbeing.

Working currently from five sites - four Day Centres and one Sports Centre — the Charity has a Staff team of 36 employees. Our employees are joined by a team of volunteers and by undergraduate and postgraduate students on practice-based placements.

Chosen by the House of Lords as one of fifteen organisations in the UK providing best practice, the Charity is a member of the Leaders Council of Great Britain, and holds ASDAN, Disability Confident Employer, Better Health at Work and Mindful Employer quality marks.

About the Role

Working in a small team of Administrators you will be providing business administration for the Acomb and Blyth Hub Manager and, with your colleagues in the Business Administration Team, for the wider Charity.

The role does require access to transportation for the role, as you will be reporting to two sites, Acomb and Blyth. This can be personal transportation, or an Access to Work travel package if disabled.

Principal Duties:

Working under the direction of the Hub Manager (08.30 — 12.30 daily):

- To be the main point of reception for the Hub, presenting a friendly welcome for people with learning disabilities and for the Organisation's visitors; • To ensure Reception, administration and meeting rooms are clean and tidy; • To provide administrative support for the Hub Manager and Hub;
- To ensure local systems, policies/procedures, resources and displays are up-to-date and brand compliant;
- To act as Petty Cash Custodian with responsibility for all petty cash handling, banking, storage and transactions at the Hub;
- To ensure all donations received locally at the Hub and through activities in the community are processed in line with Gifts, Donations Hospitality & Benefits Procedure;
- Keep a diary of key dates for regulatory renewals for transport and hubs e.g. BSOG, MOT, blue badges, PAT testing, gas checks, legionnaires checks etc.

Working under the direction of the Business Support Manager {12.30 — 14.00 daily):

- To provide administrative support for the wider Organisation in conjunction with other business Administrators as directed by the Senior Business Administrator;
- Key tasks include but are not limited to: recruitment, administration of localised marketing, administration of asset register & procurement activity, liaison with suppliers, records maintenance (Charitylog CRM, server, hard copy), archiving;
- To attend Business Administration meetings and training as required.

Terms and Conditions

Contracts are offered on a permanent basis.

Employees are provided with 36 days leave/annum pro rata, a contributory pension scheme, a healthcare package, holiday buy-back scheme, length of service holiday accrual scheme, Cycle2Work Scheme (after Probationary period) and a Journey promotional items welcome pack. Staff are also offered discounted lunches and free refreshments.

The Charity operates between 08.30 — 16.30 from Monday — Thursdays and 08.30 — 16.00 on Fridays. All Staff who work for six hours continuously must take half an hour for lunch daily.

Person Specification

Qualifications & Licensing	Essential (E) or Desirable (D)
NVQ Level 2 or 3 Business Administration or relevant experience	E
English & maths minimum level good pass GCSE/O Level (A*-C, or 9-4)	E
OCR Level 2 Cert for IT users or BCS ECDL Core Level 2 or equivalent experience & knowledge	E
ICSA Minute Taking or equivalent experience in a business context	D
Access to suitable transportation for the role: personal transport or Access to Work transport package if disabled	E

Skills and Aptitudes	Essential (E) or Desirable (D)
Strong communication and interpersonal skills	D
Discrete & experienced working with sensitive personal data & within data protection procedures	D
Able to work methodically & accurately with minimal supervision	E
Able to plan & prioritise workload to meet incoming demands	D
Excellent time-keeping	E
Able to work both in teams & independently	E

Personal Qualities: Standard for all Journey Staff	Essential (E) or Desirable (D)
Committed to the social model of disability, valuing diversity and inclusion for all	E
Resilient and meticulous	E
Able to work with autonomy, flexibility and responsivity	E

Safer Recruitment – Safer Retention

The Trustees at Journey are committed to Safeguarding and promoting the welfare of vulnerable adults. To meet this commitment, all Staff are required to undergo an Enhanced Disclosure & Barring Service check, which is repeated in three yearly cycles (update service checks). Staff are also be required to complete a 'Fit and Proper Persons' Declaration which is reviewed annually.

Our Commitment to Disability Employment

Journey is an Equal Opportunities and Disability Confident employer and welcomes applicants from all sections of the community. We have a diverse Staff team with colleagues with lived experience of disability and/or unpaid caring roles.

Right to Work

All candidates applying for employment or volunteering opportunities at Journey Enterprises must have the right to live and work in the United Kingdom. Please note that no international recruitment is currently permitted in to UK Social Care Providers.



October 2026