YMCA DERBYSHIRE

Administrator & Learner Wellbeing Assistant

Be part of something that changes lives - including yours



YMCA DERBYSHIRE

Job Description

Key Details

Salary: £17,719.00pa/£13.63ph

Hours: 25 hours per week Monday - Friday

Location: Three satellite centres across Derby city and Derbyshire (access to car and full driving license essential)

For an informal chat please contact: Gary Lambert on 07525984375

The Role In A Nutshell

This role provides high-quality administrative support to the Key College team, ensuring the smooth running of the department and a positive experience for learners and visitors. The postholder is a key first point of contact, supporting recruitment, wellbeing and day-to-day operations, while maintaining accurate records and promoting the aims and values of YMCA Derbyshire.

We are looking for a proactive, organised, and compassionate Administration and Learner Wellbeing Assistant to support the smooth day-to-day running of our programmes while promoting a positive and supportive learning environment.

This role combines administrative coordination with learner wellbeing support, ensuring that students receive the guidance, resources, and assistance they need to thrive both academically and personally.

What You'll Be Doing

- Provide day-to-day administrative support
- Maintain accurate learner records and data,
- Manage learner recruitment activities,
- Act as first point of contact

- Administer financial processes
- Support wellbeing at the centre
- Carry out key centre responsibilities
- Ensure compliance and quality

What Success Looks Like

- The department runs smoothly with accurate and timely administrative support.
- Learners and visitors receive a welcoming, professional service.
- Records, data and reports are accurate, well-maintained and compliant.
- Tutors are supported effectively with recruitment, resources and registers.
- Learners feel supported, safe and engaged within the Key College environment.
- Wellbeing issues are identified early and responded to appropriately.
- Communication with parents, learners and schools is clear and consistent.
- All safeguarding, data protection and organisational standards are upheld.



Knowledge & Qualifications

Essential

- Basic understanding of office procedures and systems.
- Knowledge of record-keeping and file management.
- Understanding of data protection and confidentiality (e.g., GDPR).
- Proficiency in Microsoft Office (Word, Excel, Outlook, PowerPoint).
- Previous experience with databases or learner management systems (SIMS, ProMonitor, Cognisoft or equivalent).
- Basic knowledge of safeguarding and child protection.
- Awareness of learner wellbeing and mental health support services.
- Understanding of equality, diversity and inclusivity within education.
- Knowledge of customer service and front-facing support.
- Understanding of professional communication (email, phone, in person).
- Familiarity with internal communication platforms (Teams, Zoom, etc.).

Desirable

- Previous experience in a school, college or office environment.
- Experience engaging with learners in a support capacity.
- Experience supporting learner wellbeing, engagement or enrichment.
- First Aid or Mental Health First Aid training (or willingness to train).
- Experience with safeguarding software (CPOMS, MyConcern).
- Experience in education or youth-focused organisations.

Skills

- Strong attention to detail and accuracy in data entry.
- Excellent time-management and ability to prioritise tasks.
- Strong diary and calendar management skills.
- Confident drafting letters, emails, minutes and reports.
- Clear and friendly verbal communication.
- Active listening skills.
- Conflict resolution skills.
- Approachability and professionalism.
- Discretion and confidentiality.
- Ability to signpost learners appropriately.
- Good teamwork and collaboration skills.
- Adaptability to new systems and changing demands.

Experience

Essential

- Experience providing support and supervision to young people.
- Experience working with young people aged 16–25.
- Experience working with socially or economically disadvantaged groups.
- Experience in safeguarding and supporting learner safety.

Desirable

- Experience working within Ofsted or regulatory frameworks.
- Experience in training and education settings.
- Knowledge of the Education Inspection Framework (EIF).
- Experience supporting learners with SEN.
- Experience working with learners in an educational or wellbeing-focused environment.

Terms & Conditions

What You'll Get	The Formal Bits
• 33 days holiday pro rata (including Bank Holidays) • Pension auto-enrolment after 3 months • A role where your work genuinely changes lives • Supportive team and meaningful work every single day • People celebration event each year. (Celebrating our Peoples Achievements) • Recognition initiatives such as employee of the year and star of the quarter • Met Life EAP for you and online doctor for you and your family. • Life Assurance 2 times your annual salary • Christmas/ Easter and Quarterly Treats • Your Birthday off every year • Long Service rewards • Training and Development • Wellbeing initiatives • Subsidised Costco card	• 25 hours per week, including some evenings • Subject to two references, Enhanced DBS, and 6-month probation • Required to work within YMCA Derbyshire policies and procedures • Committed to equality, diversity, and inclusion in all we do

About YMCA Derbyshire (Why This Role Matters)

This is an exciting opportunity for you to join YMCA Derbyshire, a vibrant local charity that focuses on the following key areas of work:

- **Housing -** We provide over 200 bed spaces for individuals to support people to rebuild their lives we do this by creating a safe, stable environment where they

can learn, grow and realise their potential, regardless of their past or present circumstances. Alongside this we provide affordable housing for young people.

- **Family and Youth Work -** We provide high-quality early years childcare and education services through our nurseries, before and after school clubs, holiday clubs and in schools education services. Family Support and Youth Work services are also available through our Community Hubs.

- **Support, Advice, Health, Wellbeing** – We offer a wide range of community services, including youth programmes, mental health support, horticultural activities, poverty relief through food provision, community pantries, and access to warm, welcoming spaces.

- **Training and Education -** Through YMCA Key College, we offer vocational training, work experience and employment pathways for young people who find mainstream education challenging. We also offer a range of bespoke employability programmes.

Everyone should have a fair chance to discover who they are and what they can become.

Our Vision
Enabling young people and communities to thrive — to fulfil dreams, belong, grow, and prosper.

Our Mission
To develop the whole person: body, mind, and spirit.

Our Values (1 Corinthians 13:4–7)
Protect | Trust | Hope | Persevere
Together, we create places where people flourish.

Equality and Diversity Statement

YMCA Derbyshire is committed to promoting equality and diversity in all aspects of its operations. We value and embrace individual differences and believe that everyone should be treated with respect and dignity. We welcome people from all backgrounds, irrespective of age, disability, gender, race, religion, sexual orientation, or any other characteristic.

Safeguarding Matters Here

Safeguarding is central to everything we do. We're looking for someone who shares that commitment and puts the wellbeing of young people first, always.

Ready to Apply?

If you want a housing role that’s about more than properties — it’s about people — we’d love to hear from you.

Apply online at www.ymcaderbyshire.org.uk