



# Apprentice Administrator Job Pack



## Job Details

<b>Job Title:</b>	Apprentice Administrator
<b>Location:</b>	Headway East London Offices
<b>Team:</b>	Admin and Premises
<b>Responsible to:</b>	Admin and Premises Manager
<b>Contract:</b>	Fixed term contract for 16 months with the potential to become permanent following successful completion of training
<b>Hours:</b>	34 hours per week including study time
<b>Salary:</b>	£8 - £14.80 per hour

## About Us

Headway East London ([www.headwayeastlondon.org](http://www.headwayeastlondon.org)) is a charity supporting people living with brain injury. Working across 13 London boroughs we offer specialist support and services for survivors and their families. We offer therapies, advocacy, family support and community support work alongside our day service: a community venue where people can make the most of their abilities and interests. We also promote awareness and understanding of brain injury by providing information to the public, and offering training to university students, professionals and businesses.

Our vision is to build a community where people with brain injury are valued, respected and able to fulfil their potential.





## About the Role

We are looking for an Apprentice Administrator to join our growing Admin Team. You will receive on the job training in how to provide effective and efficient administrative support for the organisation, ensuring a smooth running and high-quality service is provided to all services and departments, whilst completing the Business Apprenticeship Level 3.

This is a fantastic opportunity to grow your administration experience within an expanding organisation leading in support services for people living with brain injury. You'll be joining a mission-driven team where your work will make a real difference every day.

## Principal Duties and Responsibilities

1. Act as the main point of contact for visitors to Headway East London.
2. Manage external communications through post, telephone, and email, ensuring information is redirected to the relevant person to be dealt with efficiently and effectively.
3. Undertake regular checks of the office space so it stays organised.
4. Manage the organisational online calendars and the relevant databases and spreadsheets ensuring these are all up to date.
5. Support managers to keep staff rotas up to date, ensuring efficient and effective use of staff time.



6. Manage day service transport bookings daily and keep day service staff informed.
7. Process referral forms for all services ensuring that they are fully complete.
8. Work closely with Service leads to manage service waiting list and liaise with referees where necessary.
9. Work with service leads to provide administrative assistance to support the smooth running of services.
10. Work closely with the Admin and Premises Manager to ensure data collection systems and the Charity Log database function efficiently, are accurate, and are up to date.
11. Support the finance function with administrative tasks as necessary.





## Key Relationships – Internal and External

- Internal: Admin & Premises Team, Managers across departments, Members
- External: Transport Provider

## Health & Safety/GDPR

- Comply with safe working practices as outlined in Headway East London policies and take reasonable care of your own health and safety and that of others who may be affected by acts or omissions at work.
- Report any accidents, incidents or near misses as soon as reasonably practicable.
- Comply with GDPR guidance as outlined in Headway East London policy and report any breaches as soon as reasonably practicable.





## General

- Be aware of and adhere to Headway East London policies at all times.
- Take part in progress/performance reviews throughout the year.
- Cooperate with other departments to achieve good outcomes for our members.
- Attend training courses and complete online training modules as required to meet the requirements of the post.
- Take responsibility for own personal development, seeking out opportunities to learn new skills.
- Undertake any other duties as requested by management which are reasonably deemed to be within the scope of the role or necessary for the smooth running of the organisation.

## Other

- Apply the Headway East London values and behaviours to every aspect of the role at all times.
- Protect and enhance the interests and reputation of Headway East London internally and externally.
- Commit to the organisational principles of
  - coproduction
  - equity, diversity and inclusion
  - sustainability





## Person Specification

Criteria	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>Level 2 or equivalent in English and Maths</li> </ul>	
<b>Experience</b>		<ul style="list-style-type: none"> <li>Experience in an administrative role</li> <li>Experience of using and maintaining databases/ CRM software</li> <li>Experience of working with people with a disability</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>Good IT skills including use of Microsoft Office</li> <li>Good communication and literacy</li> <li>Good numeracy skills</li> <li>Good attention to detail</li> <li>Strong organisational skills</li> <li>Ability to handle confidential information with professionalism and discretion</li> </ul>	



## Person Specification

Criteria	Essential	Desirable
<b>Personal attributes</b>	<ul style="list-style-type: none"> <li>• Commitment to the values, behaviours and principles of the organisation</li> <li>• Ability to work in ways which promote equity, diversity and inclusion</li> <li>• Commitment to continuous personal development</li> </ul>	
<b>Additional requirements</b>	<ul style="list-style-type: none"> <li>• Adaptable and able to work with enthusiasm and humour</li> <li>• This post will be based at our centre in Hackney, but travel may be required across London occasionally</li> <li>• This post is subject to an enhanced DBS check</li> </ul>	

### Job Description and Person Specification Agreement

The above job description is not exhaustive but an indication of the duties the post holder may undertake and will be subject to review.

The successful candidate, should they be accessing services provided by Headway East London, will be required to step down as a member of these services prior to appointment.



## To apply

The deadline to apply is 9:00 am, Monday 23 February 2026.

Interviews will be held on week commencing 9 March 2026.

Please send your **Application Form** and voluntary **Equal Opportunities Monitoring Form** to [recruitment@headwayeastlondon.org](mailto:recruitment@headwayeastlondon.org)

For further information about the role and Headway East London, please contact [info@headwayeastlondon.org](mailto:info@headwayeastlondon.org) or call on **020 7749 7790**.

No agencies please.

If you have not heard from us by the end of 27 February please assume that your application has not been successful.

Headway East London is an Equal Opportunities Employer and we are committed to ensuring that all staff are motivated, skilled and rewarded by their work. We welcome applicants regardless of race, religion or belief, colour, national origin, sex, sexual orientation, disability, age and other protected status as required by law. We promote and protect human rights; they are the foundation of what we do.

We want to be an inclusive place where a diverse mix of talented people want to come and contribute their unique strengths and perspectives. We are focused on equality and believe that all the fascinating characteristics that make us different, make us more able to deliver our life-changing work with passion and creativity.

