



# Job Description

## for hatch Administrator

Job Title	hatch Administrator
Reports to	Service Manager
Salary	£22,220 - £23, 220
Location	Birkenhead, Wirral
Contract Type/hours	Full time Monday - Thursday 10:15 - 6:15 Friday 9:00 - 3:00

### About hatch

hatch is a community-led organisation passionate about creating meaningful change for vulnerable and disadvantaged young people across the Wirral. Since our formation in 2014, we've supported over 1,000 young people annually through bespoke programmes tailored to meet individual needs in a relatable, accessible and alternative way.

Our hatch service focuses on the emotional wellbeing of young people aged 8-16 through 1:1 mentoring, using strategies to manage anxiety, low mood and depression. Beyond mentoring, hatch offers a wide range of services including youth clubs, summer activities, parenting workshops, and holiday programmes. Everything we do is underpinned by a commitment to building confidence, resilience, communication and teamwork in the young people we serve.

We work in close partnership with the Local Authority, CAMHS, schools, and a range of third sector organisations to ensure our support is high-quality, inclusive, and responsive to the changing needs of the local community.

### About the role

We are looking for a proactive, organised and welcoming hatch Administrator to join our passionate team. This role is essential to the smooth running of hatch HQ and the wider delivery of our services. You'll be the first point of contact for many of our service users, so we're looking for someone with a warm, professional approach and a genuine passion for working with people.

The successful candidate will be a flexible multitasker, confident with ICT systems, and able to manage a busy and varied workload with great attention to detail. You'll play a key role in supporting our mentors, liaising with external agencies, and ensuring our young people and their families feel supported from the moment they walk through our doors.



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## Key Responsibilities

### Professional Duties

- Be the first point of contact for service users via phone, email and in person.
- Manage and respond to referrals and enquiries in a timely manner.
- Maintain accurate attendance, referral and contact records.
- Support diary management and scheduling across the service.
- Prepare resources and equipment for daily mentor sessions.
- Liaise with external partners and professionals.
- Collate and report data to the Service Manager.
- Ensure the general upkeep and smooth running of Hatch HQ.
- Follow all Utopia safeguarding policies and procedures.
- Participate in regular team meetings and CPD opportunities.
- Contribute to service improvement initiatives.

### Daily Tasks

- Prepare and organise books and materials for mentors.
- Send reminders to young people and mentors before sessions.
- Respond to messages or calls from the evening or early morning.
- Take and direct phone calls and messages from visitors or service users.
- Monitor and input attendance and referral data.
- Greet and support families and young people on arrival.
- Support with social media content creation.
- Update resources and Primal account themes after sessions.

### Weekly Tasks

- Coordinate new starter packs and welcome processes.
- Support with end-of-service processes and paperwork.
- Collect and log feedback from parents and young people.
- Take and circulate team meeting minutes.
- Monitor and replenish stock of core session materials.

### Monthly/As Needed

- Order and collect certificates, resources, and marketing materials.
- Conduct stock takes and update inventories for session essentials.
- Coordinate printing and marketing materials from external suppliers.

### Skills & Experience

- Excellent verbal and written communication skills.
- Highly organised with strong time management skills.
- Confident using Microsoft Office and other ICT systems.
- Experience in a busy administrative role (desirable).
- Comfortable using social media and contributing to content creation.
- Friendly and professional manner, especially with children, young people, and families.
- Experience working in a community, education or youth setting is a bonus.



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## Additional Responsibilities

- Be a positive and approachable presence at hatch HQ.
- Support session delivery with young people when needed.
- Liaise regularly with parents, mentors and external professionals.
- Contribute to the safeguarding and wellbeing of children and young people.

## What We Offer

- A supportive, values-driven work environment.
- Ongoing mentoring, training and professional development.
- The chance to be part of a growing organisation making a real difference to young lives on the Wirral.
- Generous holiday allowance

## Safeguarding Statement

Utopia Project CIC is committed to safeguarding and promoting the welfare of children and young people. All appointments are subject to an enhanced Disclosure and Barring Service (DBS) check and the receipt of satisfactory references in line with safer recruitment procedures.

## Interested?

We'd love to hear from you. For more information or to arrange a visit to the centre, please contact us on 07518 330 949 or email: [hannah@hatchmerseyside.co.uk](mailto:hannah@hatchmerseyside.co.uk).

## Visit our websites:

- 🌐 [www.utopiaproject.org.uk](http://www.utopiaproject.org.uk)
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