

Job Description

for hatch Administrator

Job Title	hatch Administrator
Reports to	Service Manager
Salary	Band A (£23,552 - £27,303)
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 an approachable, accessible and aspirational 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 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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The Administrator will support the smooth day-to-day running of hatch by providing high-quality administrative and operational support across the service. Acting as a first point of contact for young people, families, professionals, and visitors, the role requires a professional, welcoming, and organised approach at all times.

Key Responsibilities


- Manage referrals and enquiries in a timely and professional manner.
- Maintain accurate attendance, referral, and contact records.
- Coordinate diaries, appointments, and scheduling across the service.
- Prepare resources and materials for mentor sessions.
- Support communication with external partners and agencies.
- Monitor, input, and maintain service data and records.
- Support safeguarding processes in line with hatch policies and procedures.
- Assist with the general organisation, upkeep, and smooth running of the hatch site.
- Greet and support young people, families, and visitors accessing the service.
- Respond to phone calls, emails, and messages professionally and efficiently.
- Support daily service delivery and operational administration.
- Assist with social media and communication content where required.
- Coordinate welcome, onboarding, and exit processes for service users.
- Maintain and replenish stock, resources, and session materials.
- Take and circulate team meeting minutes where required.
- Collect and record feedback from young people and families.
- Support the preparation of reports and service information for the Service Manager.

Skills & Experience

The successful candidate will have excellent verbal and written communication skills, strong organisational abilities, and confidence managing a varied workload. They will be confident using Microsoft Office and other ICT systems, with good attention to detail and a proactive approach to administration. Previous experience in an administrative role is desirable, particularly within a community, education, or youth-focused setting.

The role requires a friendly, approachable, and professional manner, with the ability to build positive relationships with children, young people, families, and professionals. Experience using social media and supporting content creation would also be beneficial.

Additional Responsibilities

- Be a positive and approachable presence at hatch.
 - 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.
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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 (30 days).

Safeguarding Statement

hatch 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.

Visit our websites:

 www.hatchmerseyside.co.uk

 www.utopiaschools.co.uk

