



CHARGING UP CHANGE!

**SERVICE
ADMINISTRATOR**

JOB DESCRIPTION & SPECIFICATION

DEADLINE: Friday 18th September - 12 pm (noon)



SERVICE ADMINISTRATOR

JOB SUMMARY

ROLE	Service Administrator
REPORTING TO	Head of Programmes
RESPONSIBLE FOR	N/A
SALARY	£26,893.54 (pro rata)
HOURS	20 hours per week (potential for increase)
DURATION OF CONTRACT	31st March 2030
TIMESCALE	Immediate start
BASED	PBC HQ – West Bromwich
ROLES AVAILABLE	1
SUMMARY	The service administrator will reduce administrative activities across teams by becoming the central operational and administrative support across departments. Ensuring effective and consistent coordination and system use across the organisation. You will maintain high quality data and documentation in line with funder requirements and provide clear operational insight to support decision making and performance. The role also contributes to partnership coordination, youth engagement activity, and external communications across the wider network.

Deadline: Friday 18th September 12pm (noon)

Application Form:

<https://poweredbycan.uk.deputy.com/job/s#/3EJ8Tsyozyl7hj96dOvTvWcoi5k>

WHO WE ARE

POWERING CHILDREN, YOUNG PEOPLE
& YOUNG ADULTS TO CHARGE UP
CHANGE!



OUR STORY

How we got here....

Powered by CAN works with children, young people and young adults across the Black Country and the wider Midlands region. Powered by CAN was created, built and developed in Sandwell, and we want to empower young people from the region to feel the same pride and purpose for their community as we do.

Children, Young People & Young Adults are at the heart of everything we do, and we make sure that we always put them first by ensuring we always do the following:

- Champion their rights to co-design, co-create and co-produce and make their voices heard.
- Encourage leadership pathways for their views and voice to be present their local community.
- Kick starting personal and professional development through a wider offer of experiences

We believe in providing opportunities for children, young people & young adults and we want to support them to thrive and contribute at every stage of their lives, for a fairer future.

HARNESSING YOUR... POWER, POTENTIAL, PROGRESS



OUR VISION

How we can work together to make a difference...

We want to power up children, young people & young adults to live with pride, purpose and prepared to make positive life choices.

OUR MISSION

How we can make the change...

Powering children, young people & young adults to lead the change they want to see through the delivery of services, opportunities & experiences to contribute at every stage of their lives, for a fairer future.

OUR VALUES

These are at the centre of everything we do...

CARE

CHALLENGE

COMMITMENT

COLLABORATION

CREATIVE

COMMUNITY

OUR SERVICES

ARTS, CULTURE & CIVIC CHANGE

Celebrating culture & civic responsibility through confidence, creativity & connecting with others...

PLAY, PHYSICAL ACTIVITY & PUBLIC HEALTH

Promoting positive lifestyles and empowering people through participation...

NEXT GENERATION NOW!

Navigating the narrative...

MENTAL HEALTH, EMOTIONAL WELLBEING & RESILIENCE

Taking the time to talk, tackle & transform into our true selves...

EDUCATION, EMPLOYMENT & ENTERPRISE

Always aiming high, aspiring to achieve & Accelerating your ambitions ...

OUR OBJECTIVES

1

Pride of Place!

To develop collective understanding and knowledge on the identity of place to strength the services that are relevant to meet the needs of children, young people & young adults.

2

Positive Programmes & Principles!

To deliver ambitious and high quality opportunities and experiences for children, young people & young adults to strengthen best practice for the sector to meet soft, hard and transferable skills.

3

Powering Participants & People!

To build on the strengthens and needs of children, young people & young adults to thrive and be resilient into adulthood.

4

Pushing Performance & Policy!

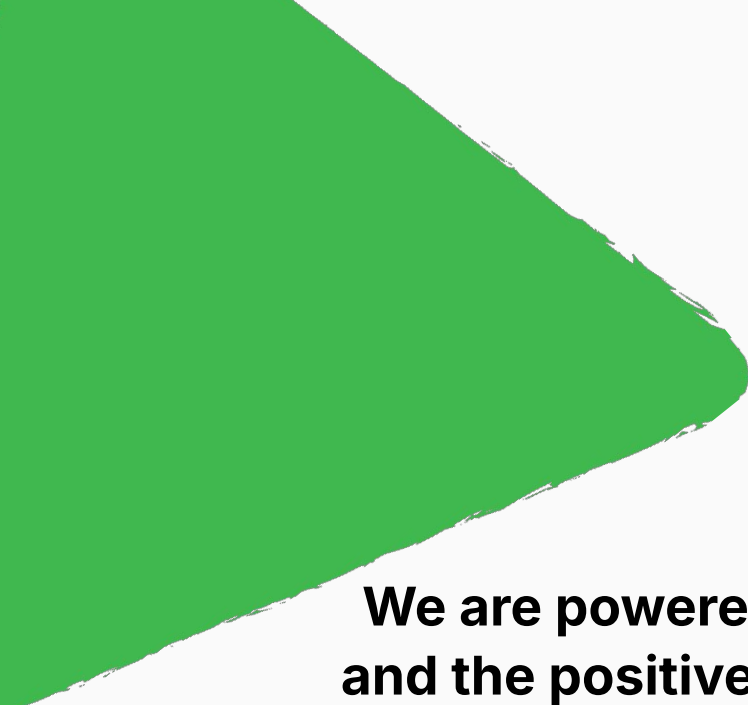
To influence policy and investment to prioritise services for children, young people & young adults.

5

Playing our Part!

To ensure our workforce, volunteers, board, volunteers are dynamic, diverse and driven to be reputable, responsive and represent a rights based approach for people and place.





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**We are powered both by where we have come from
and the positive energy moving forward with a 'CAN'
do attitude.**

**We hope everyone we work with will be able to
power up change!**

”

CEO - Jerrel Jackson FRSA MloD MA BA



SERVICE ADMINISTRATOR

DUTIES & RESPONSIBILITIES

Service/ Programmes and Operations

- Act as the central administrative lead across services/programmes, ensuring alignment, accountability and clarity across teams, timelines and delivery priorities
- Maintain real-time oversight of programme delivery, tracking progress, milestones and risks across multiple services
- Ensure all project deadlines and outputs are monitored through effective systems, providing clear visibility to managers and senior leadership
- Proactively identify and escalate risks, delays or capacity issues, implementing solutions where appropriate
- Lead administration across departments, ensuring teams remain aligned, informed and operating consistently
- Oversee and manage organisational calendars, including delivery timelines, reporting cycles, funding deadlines and key events
- Coordinate onboarding processes for staff and volunteers, ensuring consistent use of systems, tools and delivery frameworks
- Oversee allocation and coordination of shared resources, including venues, equipment and external facilitators

DUTIES & RESPONSIBILITIES

Systems, Data, Compliance & Quality Assurance

- Own and continuously improve administrative, project management and reporting systems across the organisation
- Ensure all project documentation, templates and systems are standardised, accessible and used consistently across teams
- Maintain audit-ready systems, ensuring full compliance with funder requirements and organisational standards
- Lead on data integrity, ensuring all data is accurate, complete and compliant with GDPR and safeguarding requirements
- Oversee the collection, validation and management of programme data, including attendance, participant records and consent documentation
- Lead quality assurance processes across reporting, documentation and data systems, ensuring consistency and reliability
- Support the preparation and review of monthly, quarterly and annual reports for internal and external stakeholders
- Support monitoring, evaluation and learning (MEL) processes, ensuring data aligns with outputs, outcomes and impact frameworks
- Conduct programme visits and audits to ensure delivery evidence aligns with reporting and organisational expectations
- To oversee the operations of day-to-day systems (eg Customer Service Management, Data Management System, Mobile App, Text Service)



DUTIES & RESPONSIBILITIES

Delivery & Logistics Oversight

- Oversee coordination of delivery logistics across programmes, ensuring sessions and events are well-planned, resourced and executed
- Ensure effective systems are in place for participant registration, attendance tracking and engagement monitoring
- Support delivery teams to maintain high standards of organisation, safety and participant experience
- Coordinate delivery-related communications and logistical planning to support engagement and participation
- Ensure operational readiness for delivery across multiple sites and programmes

Strategic Operations & Performance Support

- Translate data, reporting and operational information into clear insights to support planning, performance management and decision-making
- Ensure senior leadership has real-time visibility of programme performance, risks and progress
- Maintain forward planning across delivery, reporting cycles, funding timelines and organisational priorities
- Take ownership of administrative and coordination processes, proactively identifying and implementing improvements
- Reduce administrative burden across teams by improving systems, workflows and communication processes
- Contribute to a culture of continuous improvement, operational excellence and accountability across the organisation
- Actively drive external marketing and communication on the behalf of the organisation, partners and members



DUTIES & RESPONSIBILITIES

Partnership & Relationship Support

- Support the coordination and strengthening of the Black Country network, enabling effective collaboration across partners, stakeholders and community organisations
- Contribute to the planning and delivery of network activity, ensuring strong engagement and participation
- Support the coordination of youth voice structures (e.g. youth boards, children's collective, forums, engagement spaces), ensuring participation informs delivery and learning
- Assist in maintaining and developing relationships with partners, funders and stakeholders
- Support the development and dissemination of communications to promote network activity and impact
- Contribute to insight gathering, learning and knowledge-sharing across programmes and partnerships



SERVICE ADMINISTRATOR

PERSON SPECIFICATION

Essential Skills & Experience

- Experience in programme coordination, operations, or administration roles
- Strong ability to manage multiple projects, deadlines, and priorities effectively
- Experience using and creating systems for data management, reporting, or CRM/project tracking
- Understanding of monitoring, evaluation, and reporting requirements (funded programmes desirable)
- Experience coordinating logistics for programmes, events, or service delivery
- Strong organisational and problem-solving skills with high attention to detail
- Ability to work across teams and support cross-organisational coordination
- Experience handling data accurately and working within GDPR/compliance frameworks

Essential Knowledge & Attributes

- Strong understanding of operational systems and process improvement
- Ability to interpret data and present clear operational insights
- Understanding of safeguarding and data protection principles
- Strong communication skills (written and verbal)
- Ability to work independently and proactively in a fast-paced environment
- Commitment to equity, inclusion, and community-focused work

SERVICE ADMINISTRATOR

PERSON SPECIFICATION

Desirable

- Experience in youth engagement, community organisations, or partnership networks
- Knowledge of monitoring, evaluation and learning (MEL) frameworks
- Experience supporting communications or external stakeholder engagement
- Experience improving or implementing operational systems/processes
- Experience working with funders or grant reporting processes



FURTHER INFORMATION

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Contact Information:

jobs@poweredbycan.org or 0121 530 8451

This role is subject to a clear enhanced DBS and satisfactory Employment/Character references.

Please note we are currently using a new application system, so if you face any technical difficulties please email jobs@poweredbycan.org

