

Operations and Database Administrator



Application Pack
June 2025

www.jackpetcheyfoundation.org.uk

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Foreword



I'm delighted that you're considering joining the Jack Petchey Foundation team!

Working at the Foundation isn't the same as having just any job. We're a Foundation focused on positivity, on making a difference, and on helping young people to believe in themselves and be the best that they can be. These are the things that make coming in to work a joy for me and for our wonderful team.

Sir Jack Petchey CBE established the Foundation in 1999, and was immensely proud of all that we achieved. We have grown from humble beginnings in East London, to investing around £11m each year in grants and programmes for schools and youth organisations across London and Essex. We are an ambitious charity that strives to do the best for the young people we serve, to make a positive difference to their lives – by providing them with opportunities and by celebrating their successes. Sir Jack's saying "if you think you can, you can" epitomises our belief that anyone can achieve their dreams if they put their mind to it!

Our team is skilled, fun, inclusive, welcoming and supportive – and we strongly aspire to reflect the wonderful diversity of the communities we serve. We very much welcome applications from people from Black, Asian and minority ethnic backgrounds, as well as people with disabilities who are currently underrepresented in our team.

If you like the sound of this role, we'd love you to apply! We promise you a positive interview experience and a warm welcome when you arrive.

With all good wishes,

Gemma

Gemma Juma
Chief Executive Officer



About Us

Background

To date, the Foundation has invested over £180 million in young people across London and Essex. We do this through a range of programmes including our Achievement Awards, our Partnership Programmes and our Internship Programme.

In 2024, the Jack Petchey Foundation proudly celebrated its 25th Anniversary, marking 25 years of empowering young people and recognising their achievements. Over 250,000 young people have been honoured with the Achievement Award during this time, a milestone made possible thanks to the dedication of scheme coordinators. In total, over 1.3 million young people have directly benefitted from our programmes.

Our Strategy

This is an exciting time to join our team as we embark on a new three-year strategy. Our Strategy for 2025-2027 is driven by our **Mission**, **Vision** and **Belief**. The Foundation's **Belief** is that society benefits when young people are valued and given opportunities to develop and realise their potential. Our **Vision** is for a future where every young person is celebrated and realises their potential. Finally, our **Mission** is to provide opportunities for young people across London and Essex to build their skills, their confidence and their voice so they can fulfil their potential and have a positive impact on society.

Learn more about our strategy on our [website here](#).

Our Five Strategic Aims are:

- 1 Increase impact** – We will invest more in what we know works and has a significant positive impact on young people.
- 2 Maximise reach** – We will reach more young people who do not currently benefit from our programmes, prioritising outreach to areas and groups with the greatest need.
- 3 Streamline processes** – We will work in an agile way, continuously adapting to improve our efficiency, improve grantee experience and use the Foundation's resources as effectively as possible in order to benefit more young people.
- 4 Remain relevant for young people and the youth sector** – Young people and organisations will engage with JPF programmes and opportunities and we will use data, research and youth voice to inform our work.
- 5 Harness the potential of our network** – We will amplify youth voices, connect the youth sector

Our Values

The Jack Petchey Foundation's values stem from Sir Jack's own. Our staff embody these values in our day-to-day work and they are central to all that we do. We seek to:

- **Inspire** and raise the **aspirations** of young people.
- Affirm, reward and **celebrate achievement**.
- **Value young people** and those who work with them, **advocating their views** and putting young **peoples' voices** at the centre of our work.
- Develop young people's **confidence**, **motivating** them to take on new **challenges** and to **believe in themselves**.
- Be **positive** and promote a **positive** perspective on life.
- Be **inclusive**, working at **grass roots** and building **communities**.
- Promote a culture of '**giving something back**'.
- Strive for **excellence** in our work.

Our Programmes

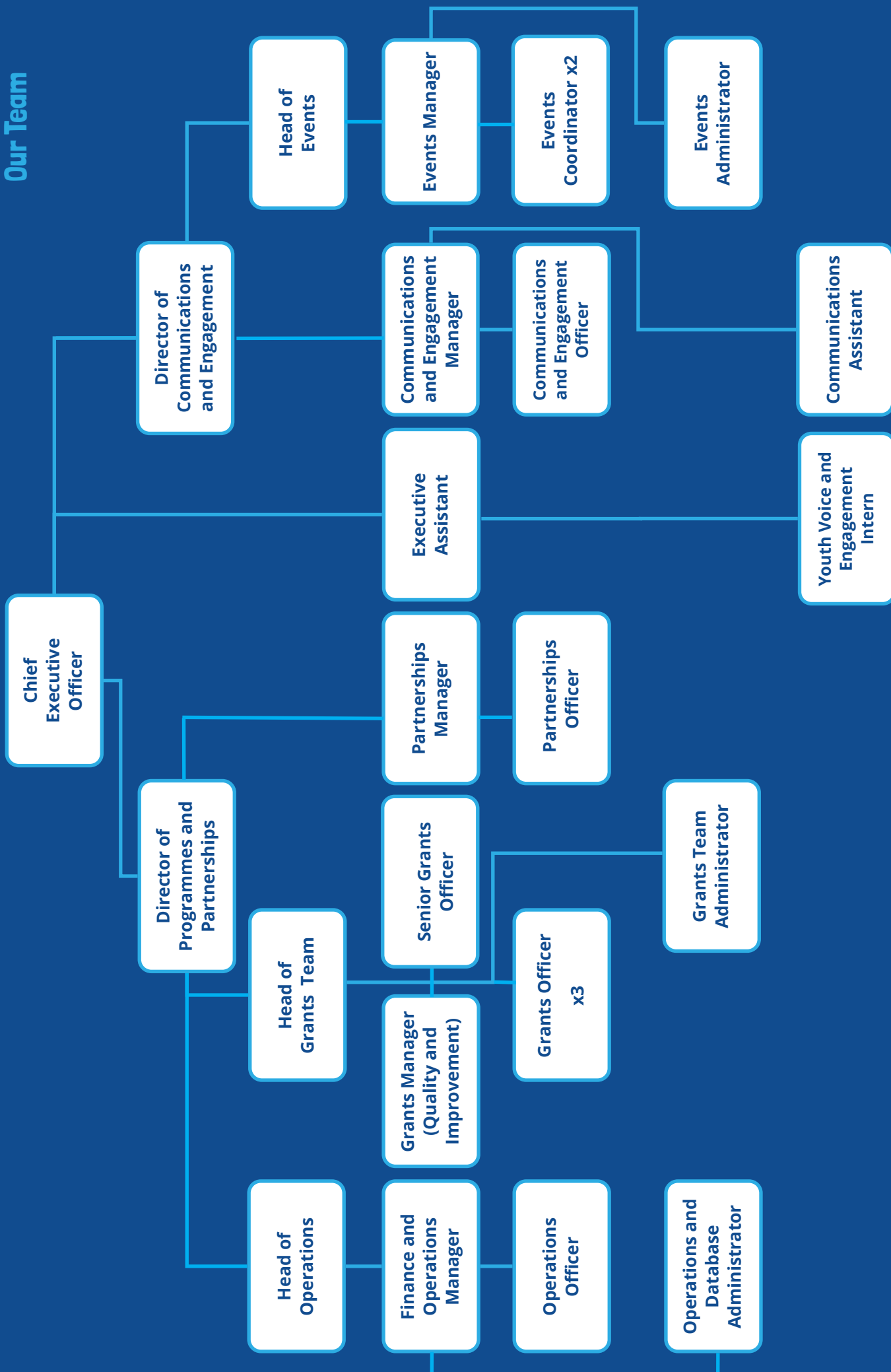
Our flagship programme is the Jack Petchey Achievement Award Scheme, which runs in c.1,500 grassroots youth clubs, youth organisations, secondary schools and uniformed organisations across London and Essex. The programme celebrates young people's achievements, and awards a small grant of £300 for each award winner to decide how to spend in order to benefit other young people in their school or group. In total, young people choose how to invest over £3.5 million each year through this programme.

We run several other grant schemes which recognise grassroots youth workers and school staff, and provide additional opportunities for the young people they work with. These include our Leader Award Grants, Educational Visits Grants, Individual Grants for Volunteering, our Environmental Award and the Jack Petchey Internship Programme. We also work closely with a range of partners to deliver a range of outstanding opportunities and competitions for young people in areas ranging from dance to singing, science to sport, maths to public speaking and more!

Celebration events are a major part of what we do, as we inspire and motivate young people, celebrate their successes and raise their aspirations. As a member of the Jack Petchey Foundation team, you will have the opportunity to attend and get involved in events across London and Essex.



Our Team





The Opportunity

Job Title	Reports to
Operations and Database Administrator	Finance and Operations Manager
	Location
	Canary Wharf, E14

About the Role

We are a hardworking organisation, seeking to promote the positive contributions and achievements of young people through the grants we make and the programmes that we run.

We are looking for a dynamic, highly organised, enthusiastic and efficient person to join us to provide effective administrative and database support for the organisation and to help to ensure the smooth running of JPF's grants programmes. The post holder will be a member of the Operations Team and will be required to work closely with colleagues across the Foundation.

Purpose of Job

To provide comprehensive administrative support to the Operations Team at the Foundation, with a focus on maintaining accurate records, coordinating administrative processes and database management, supporting financial operations, and ensuring the smooth running of the office.

This role is essential to the delivery of the Achievement Award Scheme and other JPF grants and programmes.



Main Areas of Responsibility:

The Operations and Database Administrator will be responsible for supporting the Operations Team. The primary duties are:

1 Administrative support for JPF's Achievement Award Scheme and other associated grant programmes

- 1.1 Support the Operations Officer to prepare and send Achievement Award (AA) materials to all new joiners and organise the general AA mailouts twice a year.
- 1.2 Manage the JPF general email accounts ensuring that all emails/correspondence are forwarded to the relevant staff member.

2 Database and information management

- 2.1 Maintain accurate records on JPF systems, particularly the Salesforce database.
- 2.2 Support the Operations Officer to run periodic data checks on the database and correct identified errors.
- 2.3 Generate lists and reports from Salesforce, as required, deleting those that are no longer required.
- 2.4 Assist the Operations Officer with other database tasks e.g. setting up and amending other grant processes in our database such as online application forms, report forms, requirements from grantees, amending email templates, setting up automations, etc.
- 2.5 Support Head of Operations with maintaining up-to-date organisational policies and procedures.

3 Finance and payment support

- 3.1 Process weekly payments under the guidance of the Finance and Operations Manager.
- 3.2 Reconcile company credit cards for senior management approval.
- 3.3 Ensure that bank details for organisations are correct within Salesforce.
- 3.4 Respond to general finance enquiries and support the Grants Officers recording returned payments accurately.

4 Programme administration

- 4.1 Assist in the administration of the Internship Programme, other partnerships, IGFV or Open Grants programmes as required.
- 4.2 Ensure accurate records of all grant applications and reports for all programmes.
- 4.3 Lead the coordination and distribution of partner programme materials to JPF partners ahead of the academic year.
- 4.4 Maintain stock control of all JPF AA materials, advising the Finance and Operations Manager when stock requires replenishment.

Main Areas of Responsibility Continued...

5 General IT and administrative duties

- 5.1 Liaise with JPF's IT providers to ensure seamless IT support for staff and onboarding/offboarding processes.
- 5.2 Maintain sufficient office cover and manage staff attendance using the Microsoft Teams calendar.
- 5.3 Distribute daily post and manage general incoming communications efficiently and update contact information in Salesforce.
- 5.4 Maintain a tidy and well-functioning office environment, including shared spaces and meeting spaces.
- 5.5 Organise refreshments and ensure room set-up, including technology requirements, for meetings and events as required.
- 5.6 Arrange for staff photos to be updated on the staff noticeboard and JPF website.
- 5.7 Complete stationery orders and ensuring that supplies are maintained.
- 5.8 Maintain inventory of AA and LA medallions and coordinate reorders with the Events Team.
- 5.9 Oversee the circulation of staff birthday cards, collections and staff celebrations where required.

6 HR and onboarding support

- 6.1 Support recruitment administration and onboarding processes, including office set up for new staff.
- 6.2 Lead induction and office set up for work experience placements and other volunteers or contractors.
- 6.3 Maintain the JPF telephone directory, ensuring staff mobile numbers are current and accurate.
- 6.4 Administer DBS checks for new staff as required.
- 6.5 Monitor Cyber Security Training completion and report non-compliance.
- 6.6 Purchase the weekly supply of fruit, milk, coffee, tea and other supplies for the JPF kitchen.

7 Other Responsibilities

- 7.1 Attend and actively contribute to Operations and wider JPF Team meetings.
- 7.2 Provide telephone and email support to enquirers on JPF funding streams.
- 7.3 Adhere to the Foundation's policies and procedures, including Safeguarding, Health and Safety, Data Protection, and Publicity Consent.
- 7.4 Provide cover for reception as required.

These duties represent the typical responsibilities associated with this position. However, flexibility is essential, and all employees may occasionally be required to undertake additional tasks as directed by the Foundation.

JackPetchey
Foundation



Person Specification:

These skills must be demonstrated in the Application (A), Interview (I) and/or in a Test (T) during the interview stage. Skills and attributes are outlined below as either Essential (E) or Desired (D).

Knowledge and Skills

A, I, T	Excellent English and writing skills	E
I, T	Ability to manage multiple tasks and prioritise time	E
T	Knowledge of Microsoft Office Suite, including Word, Excel	E
A, I, T	Proficient in using databases, including maintaining existing systems and implementing enhancements and new features	E
A, I, T	Knowledge of the importance of confidentiality and data protection	E
A, I	Previous experience of office and administrative work	E
A, I, T	Knowledge or experience of using Salesforce or other CRM database	D

Experience

A, I	Planning and delivering projects within agreed deadlines	E
A, I	Collaborating effectively within a multidisciplinary team environment	E
A, I	Have worked with young people (paid or unpaid)	D

Personal Attributes

A, I	Commitment to the vision, mission and values of the Jack Petchey Foundation	E
A, I	Commitment to equality, diversity and inclusion	E
A, I	Collaborative team player with a flexible approach	E
A, I, T	Good organisational skills	E
A, I, T	Good administrative skills including IT proficiency	E
A, I, T	Good numeracy skills	E
A, I, T	Ability to record information in an accurate, clear and concise way	E
A, I	A positive self-starter with a 'can do' flexible attitude	E
A, I	Ability to forge positive working relationships	E
I	Enthusiasm to take on new challenges and a willingness to give/receive feedback and learn from experience	E

The Jack Petchey Foundation is an Equal Opportunities Employer and we seek to build a team that reflects the diverse community we serve.

What You Can Expect in Return

You will work from our light, modern office in Canary Wharf, and be part of a friendly and committed team. We have regular staff social opportunities across the year and a fully equipped kitchen and garden that staff are free to use for lunch and other social activities.

Office Base:

Under our hybrid working policy this post requires a minimum of five days a week in the office at Dockmaster's House, 1 Hertsmere Road, West India Quay, London, E14 8JJ.

Hours:

Standard office hours are 9am – 5.30pm with an hour for lunch. We have a flexi-time policy available to staff who have successfully completed their probationary period. The postholder may need to work some evenings and weekends for which appropriate time off in lieu will be given, in order to help staff maintain a healthy work-life balance.

Annual Leave:

25 days (including 3 days to be taken between Christmas and New Year), plus public holidays and the opportunity to buy up to one week's additional annual leave.

Start/Length of Contract:

Permanent contract.

Probationary Period:

3 months.

DBS:

The post involves work with children/young people. The postholder will therefore be required to have an enhanced DBS check.

Salary:

The post is in Band in D of the JPF Salary Scale (£27,854 - £31,333). JPF appoints candidates at the starting point of the scale, with scope for annual performance-related salary progression.

Pension:

If the post holder is over 21 they will be auto-enrolled into the JPF pension scheme but may request to be removed.

Learning and Development:

JPF has a comprehensive Learning and Development Policy and is committed to developing all staff through an annual Personal Development Plan.

Employee Benefits:

Additional benefits after 6 months' employment and completion of the probationary period include: private healthcare insurance with discounted gym membership; Cycle to Work scheme; time off for volunteering (2 days per year); and donation-match for charitable donations and fundraising to a maximum allowance).

How to Apply

Application

To apply for the role please complete and return the [Application Form downloadable from this link](#) to recruitment@jackpetchey.org.uk by **9am on Monday 28th July 2025**.

In your application form, please demonstrate evidence of all the skills/knowledge/experience marked 'A' for 'Application' in the 'Person Specification', drawing on experience from employment, voluntary work or elsewhere.

Please also fill in the [Diversity Monitoring Form](#).

JPF is an Equal Opportunities Employer and we seek to build a team that reflects the diverse communities that we serve. We particularly welcome applications from young black and minority ethnic candidates as they are currently under-represented in our team.

The Next Steps

We will contact all shortlisted candidates the week before the next stage of the process.

Interviews will take place on **Tuesday 5th August 2025** – these will be held in person at the Jack Petchey Foundation (Dockmaster's House, 1 Hertsmere Road, London, E14 8JJ).

Please let us know if there is anything we can do to support you with your application.

For more information about the Foundation, visit our website: www.jackpetcheyfoundation.org.uk/

For more information about our Achievement Award events and see our upcoming ones, visit: <https://www.jackpetcheyfoundation.org.uk/events/>

For more information about the Foundation, visit our website: www.jackpetcheyfoundation.org.uk/



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