



JOB DESCRIPTION

ADMINISTRATOR & HUB ASSISTANT

Salary: £27,000 FTE per annum (gross), pro rata

Contract Type: Permanent

Location: Unit G, Queens Road, Barnet, EN5 4DJ

Hours: 24–28 hours per week across 4 days

Additional Requirements: This role will require a DBS check

We welcome applications from candidates looking to work between 24-28 hours per week. Please let us know your preferred working pattern during the interview. Unfortunately, due to the nature of the role, we cannot accept applications from candidates looking to work less than 4 days a week.

About Sebby's Corner

Sebby's Corner is a Barnet-based charity supporting vulnerable families and children living in poverty across London and the South East. We support thousands of families every year with clothing, nappies, formula, school uniforms, birthday gifts and more. In 2024–25, we supported almost 4,000 children and over 2,300 parents, distributing £482,993 worth of essentials.

Sebby's Corner serves families in crisis, many of whom are experiencing homelessness, fleeing domestic abuse, seeking asylum, or living in poverty. Referrals are made by frontline professionals including social workers, midwives, health visitors, and family support workers so we can ensure we are reaching the most vulnerable.

We believe by meeting immediate material needs, we can help stabilise families, reduce stress, and improve the wellbeing of both parents and children. We believe it is impossible to break free from debt, apply for work, or rebuild your life when you don't know where your baby's next feed or nappy is coming from and that's where our support begins.

Purpose of the role

We are looking for an Administrator & Hub Assistant to join our team at Sebby's Corner. This is a varied, hands-on role that supports the smooth day-to-day running of our services, hub and office. You will provide essential administrative and organisational support across the charity, helping ensure everything runs smoothly so we are ready to support families when they need us.

Key tasks and accountabilities

Admin and organisational support

- Providing day-to-day administrative support across the charity

- Supporting the management of shared inboxes and responses to routine queries
- Assisting the team with answering the phone and door and acting as a friendly first point of contact at the hub
- Keeping records, shared drives and internal systems organised and up to date
- Supporting basic data entry, record keeping and simple reporting

Referral and service delivery support

- Supporting the day-to-day administration of referrals and appointments
- Helping ensure referral information is accurate and up to date
- Supporting follow-up with families and referral partners when required, for example emailing families who have missed appointments
- Assisting with booking and ordering linked to services, for example, booking London Zoo tickets for Birthday Club families
- Supporting monitoring of referral availability and service capacity

Hub, stock and supplies

- Supporting the organisation of hub stock, equipment and supplies
- Assisting with labelling, preparation and movement of items ready for families and volunteers
- Supporting the ordering and tracking of stationery, cleaning and hub supplies
- Assisting with collections, deliveries and ad hoc community donations, alongside the rest of the team
- Helping the team keep hub spaces and storage areas organised and ready for busy days

Communications and community engagement

- Supporting replies to messages and comments via email and social media
- Designing materials on Canva such as thank you certificates and socials posts
- Supporting mail merges and basic communications to families, supporters and partners

Finance and donation processing

- Supporting basic donation and finance administration, including recording donations on Salesforce (training provided)
- Uploading and organising receipts and documentation

About your skills and experience

Essential

- Previous admin or office-based experience

- Excellent organisational skills and attention to detail
- Confident using Microsoft Outlook, Word & Excel
- Calm, reliable and able to manage multiple tasks
- Willingness to learn new systems and processes
- Comfortable working in a busy, practical, hub-based environment
- Excellent written and spoken English

Desirable

- Experience using a CRM or database (for example Salesforce)
- Confidence using Canva or similar tools
- Experience working in a charity, school or community setting

What we can offer

We offer a generous annual leave package designed to support your wellbeing. This includes 25 days paid annual leave (pro rata), closure between Christmas and New Year that does not come out of your holiday allowance, an extra day off for your birthday, and, after one year of service, an additional wellbeing day known as a “fill your cup” day.

You will also have access to our Employee Assistance Programme, which offers cashback on everyday healthcare costs such as dental, optical and prescriptions, as well as confidential wellbeing support and advice.

Application process.

Closing date: 16 January 2026

First interview: Week commencing 19 January 2026

This will be a short online Teams call and is expected to take around 15–20 minutes.

Second interview: Week commencing 26 January 2026

This will be held in person at our hub and will include a short admin task.

To apply, please send your CV along with brief answers to the three application questions outlined below to bianca@sebbyscorner.co.uk. We do not require a cover letter.

1. What attracted you to this role at Sebby's Corner, and what do you think you would enjoy most about it?
2. Tell us about a time you supported a busy team or environment. How did you stay organised and make sure things didn't get missed?
3. Please briefly describe your experience using admin systems or digital tools (such as email, databases, spreadsheets or design tools).