

JOIN OUR TEAM

Administrator

Recruitment Pack: August 2026



Family support is just
a small step away

Job Profile

Job Title:	Administrator	Salary:	£13988 Pro Rata £25878 FTE
Reporting to:	Administration Manager	Holiday:	32 days (inc. Bank Holidays) Pro Rata
Location:	Head Office: 8a The Square, Martlesham Heath, IP5 3SL	Hours:	20 hours per week. Office based
Key relationships: Administration Manager, Administration & Finance Officer, Volunteer Recruitment Officer			

About Home-Start Suffolk

Home-Start Suffolk is an independent charity, providing critical support to families of all kinds that are struggling in silence behind closed doors. We help open those doors, enabling Suffolk children and families to find their self-belief and the confidence to take those first small steps back towards the future they deserve.

Home-Start Suffolk carefully match hundreds of children and families every year with over 250 exceptionally well-trained volunteers, giving valuable time and opening the door to real understanding. Home-Start Suffolk help families to navigate the support they need and get back to the future they deserve - **because everything begins with family.**

Our Vision

We believe that everything begins with family. And that Suffolk should be a place where families never have to struggle in silence behind closed doors.

Our Mission

Home-Start offers a unique service. We recruit and train volunteers, who are usually parents themselves, to visit families at home and offer them informal, friendly and confidential support. The families we help have at least one child under 12.

To help give children the best possible start in life, Home-Start supports parents as they grow in confidence, strengthen their relationship with their children and widen their links with the local community.

Our Values

We don't jump to conclusions

Every family is different. So we never judge or jump to conclusions. We open doors through understanding, giving the time you deserve to really listen, so you can be truly seen and heard.

We are Trusted Professionals

We are an exceptionally well-trained, expert team of professionals at the leading edge of family support.

You can be confident that we'll work with intention and in partnership to give us all the best chance to succeed today and tomorrow.

We believe in family of every kind

Your family becomes part of our family. Which means we'll create a safe, open and compassionate space for you, we'll believe in you and we'll support you.

Why join Home-Start Suffolk

Everything begins with family, including our team. Join us and help open doors for families across Suffolk, making a lasting difference to children, families and communities.

- Help transform the lives of children and families across Suffolk.
- Be part of an organisation with a respected reputation
- Play a key role in ensuring our CRM system is accurate and up to date
- Access opportunities for learning and professional development.

Working in the Charity Sector

Working in the charity sector is incredibly rewarding, offering the opportunity to make a genuine difference to people's lives every day. It is also fast-paced, ambitious and challenging, requiring resilience, initiative and the ability to build meaningful relationships. As a charity, we work responsibly with limited resources and robust governance, so success comes from being resourceful, embracing opportunities, thinking creatively and making every pound and every relationship count. Above all, every decision we make is guided by our commitment to improving outcomes for children and families across Suffolk.

Administrator

Role Profile

We're looking for someone who enjoys bringing order to busy environments, takes pride in getting the details right and understands that behind every piece of information is a child, family or volunteer relying on us to get things right. This role would suit someone with experience in data input, strong time management skills and a confident, organised approach to supporting a busy team.

You will receive plenty of support as you settle in and get to know our systems and procedures. Ideally, you will have previous experience in an administration role, with excellent data entry, IT and communication skills.

You'll prioritise a busy workload effectively and have a flexible approach. You'll also be a warm and positive person, with a genuine passion for Home-Start Suffolk's vision and values.

Duties & Responsibilities – specific to this role

- Maintain accurate records within our Charity Log CRM system, ensuring information is reliable, up to date and supports safe, effective support for children and families.
- To work alongside the Administration team in supplying data to support grant applications and monitoring
- Provide ongoing communication and support to the staff team, volunteers, partners, and stakeholders
- To assist the family support team to maintain efficient, accurate and confidential records, including statistics collection and collation.
- To undertake general office duties
- To monitor the head office email account for referrals and general enquiries
- To carry out any other reasonable duties as requested by the Chief Executive & Administration Manager

Duties & Responsibilities – general

- Work within the values and ethos of Home-Start Suffolk
- Represent Home-Start in Suffolk positively and effectively in all dealings with colleagues, service users, volunteers and professionals
- Deliver high standards of work while contributing to a culture of continuous improvement, collaboration and accountability.
- Understand and uphold Home-Start Suffolk's safeguarding responsibilities, remaining alert to concerns, following safeguarding procedures and promoting the safety and wellbeing of children, families, volunteers and supporters.
- Be a role model for parents/carers and present a positive "can do" attitude
- Take personal responsibility for own actions
- Create a warm, inclusive support environment, which reflects diverse needs
- Comply with all policies and procedures, with reference to safeguarding, codes of conduct, health and safety and equality and diversity to ensure all activities are accessible
- Promoting effective collaborative teamwork

What will success look like

- Families and professionals receive timely responses and enquiries are directed efficiently.
- Records are accurate and trusted across the organisation.
- Colleagues know they can rely on the Administration team to help them do their jobs well.
- Accurate data enables Home Start Suffolk to demonstrate its impact and secure future funding.

Experience, Knowledge and Skills	Essential	Desirable
Educated to GCSE level (or equivalent), including passes in English and Maths.	x	
Competent user of Microsoft Office, especially Word, Excel & Outlook	x	
Experience of using CRM or database systems		x
Experience of data entry	x	
Experience of undertaking administrative duties	x	
Strong attention to detail and accuracy	x	
Ability to work independently and as part of a team	x	
Ability to maintain confidentiality and handle sensitive information professionally	x	
Highly organised with excellent planning and coordination skills and attention to detail	x	
Excellent verbal & written communication skills	x	
Ability to keep calm under pressure and prioritise effectively	x	
A genuine passion for Home-Start Suffolk's vision and values and a strong desire to make a positive difference to children, families and local communities.	x	
A commitment to safeguarding children, young people and vulnerable adults.	x	
A willingness to undertake a wide range of tasks work as part of a team and help other team members as required	x	
Experience of safeguarding processes		x
Knowledge and awareness of diversity and inclusion		x
Knowledge and awareness of data protection and GDPR		x

Home-Start Suffolk is committed to safeguarding and promoting the welfare of children, young people and vulnerable groups. This post is subject to a DBS check. The strength of Home-Start Suffolk is the diversity of its people; we place huge value on equal opportunities and encourage applications from candidates of diverse backgrounds, communities, and abilities. We value personality and experience equal to qualifications.

If you're excited by the opportunity to build relationships, inspire local communities and make a lasting difference to families across Suffolk, we'd love to hear from you. To discuss this role further please contact: headoffice@homestartinsuffolk.org | 01473 621104.

Closing date for applications: 12 noon 17th September | Interview date: October 8th 2026, Home-Start Suffolk office in Martlesham



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