

Recruitment Pack

CENTRE ADMINISTRATOR



Candidate Information Pack

We are a registered UK charity group, and our mission is to improve lives in Bristol through grants, housing, community projects and partnerships with other local charities and social enterprises.

Our organisation has transformed and enhanced the lives of those in need in the Bristol area for over six hundred years and has rich heritage in driving impact across the city. Now in 2024 the charity itself is being reimaged and transformed to support local people for future generations.

Join our friendly, growing team to work with local people in local communities across Bristol, supporting community resilience and change where they are needed most.



An Introduction From Our CEO Julian Mines



Thank you for your interest in this opportunity to join Bristol Charities. The charity is at a crucial point, as we look to relaunch our Community Transformation activities following a pause on these during the Covid-19 pandemic.

We know that the cost-of-living crisis is impacting many people and households across the region and are confident that our charity has the capacity and capability to provide help and support to those that need it.

Our recent acquisition of the Vassall Centre, and relocation of our operations to the site, is proving to be a springboard for new ways of working, with new partnerships and projects in new areas of Bristol and the surrounding region.

These exciting developments mean that the charity's strategy for the coming years will focus on how we can connect our longstanding Social Housing and Grant-Making activities and plans with our ambitious Community Transformation programme.

We have taken steps that will allow us to use our strong financial capacity to direct resource into a place-based model and into areas of our work that need it the most. We are about to launch three Community Hubs that will allow us to accelerate and amplify our charitable impact on communities facing high levels of deprivation.

What we need now is a team of people with the vision, passion, and commitment to drive this transformational change forward, whether it's in front-line roles in local neighbourhoods, or at our Head Office providing the essential support to sustain and enhance our operations. If you would like to join us in this next stage in our adventure, then it would be great to hear from you.

About Us

Bristol Charities is a local charitable group with a rich history, having supported the people of Bristol for over 600 years. In 2024 we are a growing team of dynamic, passionate people who care about the communities we work in and bring energy and enthusiasm to the work we do.

We're now entering into a new phase of the charity, which focuses on community development work, local and city-wide collaboration, and supporting local people through a joined up, holistic way of working.

Through creating varied and interesting roles across the charity and investing in a people first attitude to working, we have a supportive, friendly staff team who work hard but remember to take time to enjoy each other's company.



Our Vision and Mission

We believe that it is possible to challenge and dismantle deprivation and disadvantage, but it will take resources, partnerships, innovation, and determination. We have a vision to see communities that have struggled most with the injustice of deprivation thrive, working in partnership to fight inequality.

We will do this through our newly formed Community Hubs that will provide opportunities and support to people and communities through grants, housing, community projects, family support, youth work, wellbeing activities and services, and social enterprises, across all age groups.





Our Services

We are Registered Provider of housing and currently operate the following housing schemes:

Three sheltered housing schemes for older people providing 76 one- and two-bed homes. Two of our schemes are in Henbury and Brentry, Bristol and one is in Monmouth, Wales. We operate an Extra Care Housing scheme for older people providing 60 one- and two-bed homes in Stockwood, Bristol.

We are looking to increase our number of housing units either through development of our existing sites, through acquisition of new sites or through partnership working with other local housing providers

We run several annual grant programmes including:

The Charity gives grants to individuals of all ages living in Bristol for essential household appliances like cookers, fridges, and beds. Our grants make a difference in a very practical way to improve the lives of those experiencing hardship. **(c. 280,000pa)**

We also use grant funding to support targeted projects including:

- **Family Support**, - working with support organisations in several key areas of Bristol to identify families or individuals facing hardship caused by the cost-of-living crisis and fund a range of interventions to seek to lift them out of the poverty trap. **(c. £50,000pa awarded)**
- **Support for Carers** - Our carers' funding can fund individual carers' breaks or respite activities. We also give to carer support organisations, funding a range of activities and initiatives. **(c. £13,000pa)**
- **Education** – including grants for young people up to the age of 25 to create access to opportunities. **(c. £5,000pa)**. Funding is available for charitable independent schools for imaginative and creative projects and applications that can clearly identify a benefit for young people facing disadvantage. **(c. £14,000pa)**



Supporting the Voluntary, Charity, and Social Enterprise sector in Bristol

Bristol Charities purchased The Vassall Centre in 2021, with long term plans to redevelop the site for community benefit. In the short term we plan to relaunch the Vassall Centre as a stand-out, accessible, and affordable barrier-free work and meeting space, particularly for the benefit of third sector and community organisations.

We will also re-purpose part of the site to create a place-based programme of events, activities and facilities which promote the development of a Community Hub at the Centre.



Our Strategy – The Big Idea

It is proposed that going forward all our work will be delivered through a distinctive and coherent Community Hub model, which will be holistic, person-centred, integrated, joined-up, and promote a partnership approach.

Our Community Hubs will promote this new way of working and include a menu of innovative activities/services, with a mix of place-based and outreach work. Whilst working to an underlying approach, our Hubs will have the flexibility to be developed in any host setting (Housing Scheme, School, Community Centre), or through a partner organisation.

Our Hubs will include directly delivered Bristol Charities programmes/projects, services delivered by local partners, and services delivered by our strategic partners. Our Community Hub model will be designed to be replicable, with the flexibility to reflect local needs and priorities, and could be delivered in Bristol Charities settings or through partner owned settings.

At the heart of our community work will be targeted engagement work underpinned by a locally developed portfolio of place-based support services and activities. Capacity building through robust community involvement and volunteer development will enable our Hubs to expand provision rapidly and sustainably.

This approach will allow Bristol Charities to deliver both locally focused and impactful work, as well as develop its city-wide role and impact.

What to expect from your place of work

We have our Head Office at the Vassall Centre in Fishponds, Bristol which is an inspiring building, and home to 25 different charities and social enterprises.

The Vassall Centre hosts conferences and meetings and part of the site is being transformed into a new community hub space through the work of Bristol Charities. The Centre is vibrant and busy with a hugely diverse range of people working on site and coming through the doors each day. The building is fully accessible, has a friendly atmosphere and great café with low-cost options for lunches. It's close to Oldbury Court Estate Park for nearby green spaces and to Fishponds Road for shopping/transport access.

Bristol Charities also owns 3 large scale housing projects in the Henbury, Brentry and Stockwood areas of Bristol. You may find yourself working from these locations as well as visiting the Vassall Centre for meetings and events. The housing schemes are modern and bright buildings with great amenities for staff and residents.



Benefits

Competitive salary

Employer pension contribution of 5%

Generous annual leave starting at 26 days (plus Bank Holidays)

Professional Development and Career progression

Staff wellbeing working group

Supportive management

BenefitHub discounts and perks platform

Health Cash Plan

Employee Assistance Programme

Team away days and social events

Flexible working policy

Free on-site parking

The Recruitment Process

Your application will be considered against the requirements listed in the specification of the role you have applied for. When shortlisting, the recruitment panel will only use information from your application form and will not make assumptions or consider any other factors during the process.

Your CV and Cover letter will be assessed to see how your skills, experience, knowledge and qualifications match the requirements for the role.

We cannot shortlist applicants who do not appear to meet the essential requirements in the employee specification.

The interview

The interview panel will be made up of at least two members of staff. The panel will ask the same basic set of questions to each candidate and supplementary questions may be asked based on your answers. We will be looking for you to give examples of what you have done and the experience you can demonstrate.

For some roles we may ask for a technical question, presentation or written assessment to be completed in advance of the interview. This helps to save time on the day and is a great chance to demonstrate your skills and knowledge.

At interview we may also ask about your behavioural styles and preferred working styles. This is to assess suitability for roles in the context of the values of the charity and the team already in place.

An interview is also your chance to ask questions about the job, terms and conditions of service, etc. You may notice members of the panel making notes. This will be done against an assessment sheet so that the reasons for their decision are consistent and justifiable. It will enable the panel to recall which candidate said what which will determine the decision on the best candidate for the post.

For senior roles we will often have a second round of interviews. Which gives us the opportunity to get to know you better and to introduce you to different personnel within the Charity, including trustees.

After the interview the panel will notify you of when and how you will be informed of the outcome. The panel members will discuss their individual marks against the assessment sheet. If a presentation or written assessment was requested then the marks from this will also be incorporated at this stage. The panel will then determine who matches the employee specification most closely and select the successful applicant.

We wish you every success in your application for the role!