



NHP

Living connected and fulfilling lives

THE NATIONAL HOUSE PROJECT APPLICATION PACK

Background

National House Project (NHP) is a Charitable Incorporated Organisation (CIO 1179743) registered with the Charity Commission in 2018 and with the Office of the Scottish Charity Regulator in 2023.

NHP provides the knowledge, resources and support to establish and maintain Local House Projects (LHPs) and believes that joining a LHP should be an option for all young people leaving care.

NHP supports Local House Projects (LHP) to take a ground-breaking approach through their commitment to young people's ownership to enable young to leave care in a planned and supported way. The work began by asking young people 'what makes a house a home' and was co-designed with young people from the start. With a psychologically informed practice framework the approach is relational through which young people in and leaving care work together with staff to create their first home and build a long-term community of support.

To maximise the ownership of young people and ensure that their collective voice is heard, amplified and acted on we established Care Leavers National Movement (CLNM). It has representation from all LHPs at a regional level with these meetings feeding into the more strategic function of CLNM.

The first Local House Project in Stoke-on-Trent was set up in 2015 followed by the implementation of a further five Local House Projects in 2017. With an ambition to expand nationally, NHP was then set up as a charitable body, with the aim of rolling out the programme across England and Scotland. We now support 22 local authorities and have a plan to scale by five new projects per year.

The work of the NHP has been independently evaluated by [York University](#), [Cambridge University](#), [Scottish Throughcare and Aftercare Forum](#), [Warwick Business School](#) and Peer Evaluated by young people in CLNM in [2021](#) and [2023](#). These evaluations are positive and have supported the development of our 'offer'.

Job Description

	Job Title:	Business Administrator
	Responsible to:	Executive Support Manager
	Hours/contract:	Full-time role based on 37.5 hours per week. However, we are open to hearing from candidates seeking part-time opportunities and would be happy to consider a reduced hours arrangement, with salary offered on a pro-rata basis (the role may require evening and weekend work when necessary)
	Length of Contract:	Permanent
	Salary:	£24,570 per annum (Living Wage)
	Location	Crewe – with hybrid working

Introduction

NHP is an organisation that works hard to improve the outcomes for young people leaving care across the UK. We take a psychologically informed approach to everything we do and that includes our workforce. Supporting you and your working environment is important to us. Your contributions will be recognised and you will be supported by supervision, work appraisals, development days and access to group and individual psychology time.

Job Purpose

We are seeking to recruit a highly organised and proactive individual to join our team. The successful candidate will play a key role in providing administrative support across NHP and Care Leavers National Movement (CLNM), ensuring processes are followed, and contributing to the overall effectiveness of the Charity.

Good candidates for this role will have well-developed interpersonal skills and will work effectively on their own and within a team environment.

The role is hybrid with you being based at the NHP office in Crewe for a minimum of 2 days per week. However, you may have opportunities to travel to Local House Projects and attend meetings across the country.

About the role

Key Responsibilities:

- Embrace and promote the Charity's vision and mission in all aspects of work.
- Provide general administrative support, including managing correspondence, scheduling meetings, and maintaining accurate records.
- Collaborate with the Administration team to support the daily running of the office, including logistics and coordination.

- Assist in the preparation of reports, presentations, and other documentation.
- Support staff across the organisation with various administrative tasks.
- Maintain and update internal databases and filing systems to ensure data accuracy and accessibility.
- Deliver a professional front-of-house service, including welcoming visitors, handling telephone calls, and managing shared email inboxes.
- Assist in the organisation and attendance of meetings, training sessions, and events.
- Liaise with internal staff and external stakeholders to coordinate activities and resolve queries.
- Monitor and manage office supplies, placing orders as needed.
- Contribute to process improvements and support project workstreams as required.
- Assist with the management of social media, marketing activities, and campaigns.
- Provide typing support, including minute-taking and transcription of meeting notes.
- Carry out general office duties as required to support the wider team.

Skills and Experience:

- Proven experience in an administrative or business support role.
- Excellent organisational and time management skills.
- Strong written and verbal communication abilities.
- Proficiency in Microsoft Office (Word, Excel, Outlook, PowerPoint, SharePoint).
- Ability to work independently and as part of a team.
- Attention to detail and a proactive approach to problem-solving.

NHP will provide in-house training to support the candidate to broaden their knowledge of the organisation and its specific needs.

This job description is intended as a guide to the main responsibilities and is not exhaustive. Duties may vary in line with the needs of the organisation.

Person Specification

Key Competencies

Skills	Essential (E) Desirable (D)
NVQ Level 3 in Business Administration or equivalent qualification	D
GCSEs (or equivalent) in English and Maths	E
Previous experience in an administrative or business support role	E
The ability to adapt to new office systems and databases and to use them effectively	E
A strong and enthusiastic work ethic	E
Strong customer care skills	E
Excellent organisational and time management skills	E
Excellent IT skills including proficiency with CRM systems and Microsoft Office packages	E
Good numerical skills	E
Maintaining confidentiality and a high level of discretion and sensitivity	E
Commitment to accuracy and attention to detail	E
Ability to work to tight deadlines and prioritise under pressure	E
Ability to work with limited supervision	E
Excellent verbal and written communication skills, including a good telephone manner	E
Able to work and communicate effectively with senior staff	E
Be a team player	E
Demonstrate a commitment to the NHP vision to ensure that young people leaving care live independent and fulfilling lives	E

NHP IS COMMITTED

TO SAFEGUARDING CHILDREN, YOUNG PEOPLE AND VULNERABLE ADULTS

All successful candidates will be subject to a DBS Check along with other relevant employment checks

How to Apply

 Submit your CV and cover letter via [our website](#) detailing what skills, knowledge and experiences make you the best candidate for the role by **Sunday 2nd November 2025**. [Apply Now.](#)

 We welcome applications from all backgrounds. If you require adjustments during the process, let us know.

 Interviews are due to take place on **Monday 10th November 2025**

Safeguarding Statement

NHP is committed to protecting the well-being of young people. All staff must adhere to our safeguarding policies

 **Recruitment Agencies:** We do not accept unsolicited CVs from agencies.

 **General Requirements:** Right to work in the UK, two professional references, and a DBS check.

Benefits include:

-  31 days annual leave **plus** bank holidays
-  10% pension contribution
-  Salary sacrifice options
-  Hybrid working
-  Professional development opportunities