

As a growing and forward-thinking organisation, we're dedicated to delivering a truly high-quality service, something every member of our team helps to shape. If you value positivity, respect and teamwork, and you're a contributor, driven by making a meaningful difference, we'd love to hear from you. An exciting opportunity has now opened to join us as an Administrator.

Bromley Y is a long-established Charity based in Bromley that listens to feedback from Children, Young People, their families and/or carers as well as partner agencies. We are a Mental Health and Emotional Wellbeing Service based on the principles of IThrive and IAPT. We are very proud of all the services we offer, from 1:1 evidenced based interventions to group work, digital offers, webinars, mentoring and social prescribing.

About the role

- Role: Administrator
- Salary banding: FTE is £24,520.22 per annum to £28,421.16 per annum
- Working pattern: Full Time
- Working Hours: 37.5 hours per week
- Contract: Permanent
- Location: Hybrid Model (minimum of three days in the Bromley Y building)

The role

The primary purpose of this post is to provide general administration support across the **Bromley Y** service which is split into several teams. Working in a small and friendly administration team, this is a varied role whereby you will support children and young people referred to **Bromley Y**, the employees and volunteers in a warm yet professional manner, in line with business priorities.

The post holder when working from the **Bromley Y** building will be the first point of contact for young people, parents/carers and visitors; providing a professional and welcoming greeting. Some remote working will be necessary.

Further, the successful individual will have a varied role, providing general administrative support across different teams including:

- To be first point of contact for **Bromley Y** by providing a friendly welcome-meeting and greeting members of the public; particularly children, young people and parents/carers, deliveries, colleagues etc to **Bromley Y**.
- Maintain the Welcome Room and therapy rooms resources-keeping them safe, tidy and stocked with therapy and stationary materials.
- Register visitors to the building by signing them in and out, responding to queries and reporting any issues or concerns that arise to the Duty Manager.
- Answer incoming telephone calls in a polite, prompt and professional manner. Forwarding calls to the appropriate teams, taking messages, escalating queries when necessary etc.
- Action emails in a timely and professional manner.
- Support with printing, filing (including electronic filing), putting packs together for example for team meetings, case referrals.
- To support administration around internal **Bromley Y** training including booking courses.
- Minute taking.
- Booking and liaising with translators and interpreters as required.

- Data inputting and keeping client records up to date by using an electronic patient record system.
- Assisting members of the team with projects, events, around booking external venues e.g. Hall Hire and meeting co-ordination as required
- Ad hoc administrative requests as required.

Our service operates 8am to 6pm Monday to Friday and some Saturday working may be required.

Working in a friendly team, your key responsibilities will include:

Experience, skills and behaviour we value

- A good understanding of and commitment to delivering a high-quality administrative service
- Supportive and enjoys working as part of a team
- Excellent verbal and communication skills, and an ability to gain trust and develop relationships quickly
- Previous experience (minimum of a year) in an administrative role preferably gained in an office environment
- Experience of using own initiative and manage priorities
- Excellent organisation skills with the ability to multitask and meet deadlines
- A proactive approach to problem-solving
- Available and flexible to work hours to meet the needs of the role
- IT proficient with good working experience of using Microsoft Office suite including Outlook, Word, Excel and PowerPoint

Information about how to apply: Bromley Y

To apply please send your CV and a covering letter explaining how and why you are suited to the role together with your salary expectations and notice period to hr@bromleyy.org by **17.00 hours on Tuesday 14th April 2026**. Please be advised that we reserve the right to close this vacancy early (in line with business organisational needs and if we receive sufficient applications for the role). Please note that due to the volume of applications that we receive, if you do not hear from us, you have unfortunately not been shortlisted on this occasion.

There will be a two-stage interview process taking place in April 2026. The provisional date for the first stage is 17th April, and second-stage interviews will be held in person at the **Bromley Y** building during the week commencing 20th April. The second stage will also include an assessment.

If you have any questions before applying, then please email them to us: hr@bromleyy.org.

The Rewards for joining us:

- Good competitive salary
- Comprehensive induction
- Hybrid working pattern
- Holiday entitlement of 25 days per annum, plus bank holidays (pro rata for part time)
- A wellbeing day
- Support via our Employee Assistance Programme
- Generous organisation sick pay

- Contributory Pension scheme
- The successful candidate will be supported in their professional development
- Attending organisation events
- Cycle to work scheme
- Blue Light Card
- Being part of a dynamic, creative and innovative team where all our people are empowered to achieve their very best
- Work for an award-winning organisation
- Be part of a diverse, inclusive, collaborative and supportive working environment that places Diversity, Equity, Inclusion and Belonging at the heart of its business strategy

As an equal opportunity's employer, we are committed to the equal treatment of all current and prospective employees and does not condone discrimination on the basis of age, disability, sex, sexual orientation, pregnancy and maternity, race or ethnicity, religion or belief, gender identity, or marriage and civil partnership.

We aspire to have a diverse and inclusive workplace where our employees feel psychologically safe, and we strongly encourage suitably qualified applicants from a wide range of cultural and ethnic backgrounds to apply and join our organisation.

We are committed to the safeguarding of children and require the successful applicant to undertake a check from the Disclosure and Barring Service.

By submitting an application, you are consenting to Bromley Y HR team securely holding and processing your personal data. You retain the right to have your information deleted in line with current GDPR legislation. Please refer to our job applicant privacy notice for further information.