**Job Pack:** Administration Officer & Executive Assistant to the Chief Executive

**Closing Date: Monday 29 September 2025**

**Interview Dates: w/c 6 October 2025**

**Contents**

* About Marsh Farm Futures
* The Application Processes
* Job Description
* Person Specification

**Marsh Farm Futures - (MFF)**

**Introduction**

Marsh Farm Futures (MFF) is an independent charity based in Marsh Farm, Luton, Bedfordshire. It is run and managed by a board of trustees made up of local residents and representatives of local organisations from within the local community.

Our vision is to improve the well-being and quality of life for those who live and work in Marsh Farm by working with partners to inspire and empower the community through sustainable opportunities.

We aim to achieve this vision through a number of strategic objectives. These include developing a program of support for young people, improving educational standards and fostering the development of a healthy and safe community.

In addition, Marsh Farm Futures wants to play its part in developing a vibrant local economy. The income generated from its activities is used to invest in further community activities in a way that meets the vision of the organisation as set out above.

**Futures House**

Futures House is a bespoke low operating cost building, with a gross internal area of 65,000 square feet. As a vibrant, sustainable, and innovatively designed community “hub”, Futures House provides enhanced local public services, including police, health and community care services, as well as providing quality office space, a cafe and an indoor play park.

Futures House includes a number of key anchor tenancies as follows:

* Bedfordshire Police – who operate a Community Policing Unit at ground floor level.
* Heywood House – who provide day care services for young adults with complex learning difficulties.

**The Application Process**

Please read the following guidelines carefully before completing your application.

**Submitting an Application**

Please submit an up-to-date Chronological **CV of no more than 4 pages** alongside a job-specific cover letter **of no more than 2 pages** via email to [recruitment@marshfarmfutures.co.uk](mailto:recruitment@marshfarmfutures.co.uk) **stating the job title in the subject of the email.**

Your application will be treated in the strictest confidence.

**Ensure that you will be available to attend the interview date specified in the covering letter, as it is rarely possible to convene an interview panel on any other date.**

**References**

You will need to nominate two references who will be able to comment on your suitability for the post, one of these should include your current or most recent employer.

**Job Specification**

We strongly recommend that you thoroughly read the job description and person specification attached to this pack as it will highlight all the essential and desirable criteria set for this post. Through the shortlisting stage, the criterion will be used to decide which candidates are suitable for interview.

Ensure that you use your Chronological CV and cover letter to **adequately match your skills and experience against the criteria**. Demonstrate how you can meet each of the criteria identified on the person specification, relating your skills and experience to those required. These may include experience gained through employment, your personal interests or education.

Remember, the shortlisting panel will be looking at how you best match the essential and desirable criteria soif you do not tell us we will not know. We are unable to make assumptions about you or your abilities.

Should you have any queries relating to the job or person specification please contact us 01582 512555.

**Acknowledgement of your Application**

Due to the high levels of applications MFF receives, we may be unable to acknowledge receipt of your application

**The Closing Date**

You must ensure that your application reaches MFF by the closing date and time listed above as late applications are not normally accepted.

**Interview Selection**

Successful candidates selected for interview will be confirmed by email.

If you have not heard from us within 4 weeks after the post/s closing, it is unlikely that your application has been successful on this occasion. Please do not let this deter you from applying for any future vacancies at Marsh Farm Futures.

Unfortunately, we are unable to provide candidates with feedback from their application form if they have not been shortlisted.

**Selection Procedure**

A selection criterion for interviews is based on merit only and will include the following process:

* Chronological CV and Cover Letter
* Panel Interview

**Criminal Records Bureau (CRB) Disclosure Check**

Please note that some posts may require a CRB disclosure check. In these cases, candidates will be informed at the interview. Receipt of a satisfactory check would be a condition of appointment.

**Job Description:** Administration Officer and Executive Assistant to the Chief Executive

**Salary:** £24,000

**Main Purpose:** To provide high-quality administrative and Executive support to the Chief Executive and the organisation, ensuring smooth operations, effective governance, and strong stakeholder relationships in support of the charity’s mission.

**Responsible to:** Chief Executive

**Location:** Futures House, the Moakes, Marsh Farm, Luton LU3 3QB

**Hours:** 35 Hours

**Summary of main responsibilities**

**Executive Support**

* Manage the Chief Executive’s diary, emails, filing, records and meeting arrangements.
* Draft, proofread and prepare correspondence, reports and presentations.
* Act as first point of contact for the Chief Executive, managing enquiries professionally.
* Support Board and governance processes, including preparing agendas, circulating papers, compliance records and minute-taking.

**Administration and Office Management**

* To establish, organise, manage, and maintain the office administration systems and procedures e.g., telephones, post, stationery supplies, office maintenance, etc.
* Manage and maintain filing systems both electronic and paper which may include databases, personnel, and legal records
* To provide a reception service for the team based in the front reception area at Futures House, welcoming visitors to the office, taking and organising room bookings, as well as providing refreshments.
* Management of room bookings and hires in other building spaces that may be appropriate for renting out including marketing and development to identify other markets including complementary activities to improve income opportunities.

**Finance & Compliance Support**

* To assist in the financial administration duties as required to support the efficient delivery of services which include managing petty cash, process invoices, expenses, and produce regular reports on expenses.
* Assist in budgeting monitoring and procurement procedures
* Maintain accurate compliance and finance records to report to the Charity Commission, Companies House and for banking arrangements.

**Communications & Engagement**

* Production of quarterly MFF newsletter, produce content and update the MFF website, as well as design and production of any internal communications and signage when required
* Develop effective means of communication on behalf of the organisation with the local community and stakeholders by a range of means, e.g., Futures House Notice Boards, MFF website, and social media platforms and working collaboratively with other service/departments and tenants to develop our communications including social media and local marketing campaigns and mailings
* Support co-ordination of events, training sessions and community activities
* Assist in managing relationships with stakeholders, partners and community groups
* Responding to customer enquiries and complaints, reviewing, and updating MFF policies and procedures circulating when necessary.

**General**

* Uphold and promote the charity’s values at all times.
* Work flexibly within a small team environment
* Carry out all duties in accordance with the Equal Opportunities policy and in accordance with MFF’s commitment to high quality service provision to the customers.
* To attend training to support and deliver the requirement of the role
* Undertake any other reasonable duties as required by the Chief Exeutive

*This list is not exhaustive or exclusive and you may be required to undertake any other reasonable duties from time to time.*

**Other Information**

Hours 35 hours per week Monday to Friday, 9am to 5pm although some evening and weekend work may be required

**Person Specification**

This acts as the selection criteria and gives an outline of the types of person and the characteristics required to do the job.

Essential (E) :- without which candidate would be rejected

Desirable (D) :- useful for choosing between two good candidates

**Please ensure, when providing your Chronological CV, you give clear examples with headings of how you meet the essential and desirable criteria**

|  |  |
| --- | --- |
| **Essential/**  **Desirable** | **Criteria** |
|  | **Skills, Abilities and Knowledge** |
| E | An in-depth knowledge of office administration procedures |
| E | Excellent personal, written and verbal communication skills |
| E | Effective time management, self-motivation, and ability to achieve objectives against tight deadlines |
| E | Excellent customer service skills, with confidence and ability to interact with the public, as well as external stakeholders. |
| E | Strong organisational skills and ability to multitask |
| E | Good intermediate ICT skills, Word, Excel, email and media |
| E | Experience of working in a busy office environment |
| D | Understanding of issues around regeneration of local communities |
| D | Experience of working in a finance environment |
| D | Working with a broad range of people from different backgrounds in a busy environment, in a community-based setting |
|  | **Personal Attributes** |
| E | Confident and flexible |
| E | Demonstrated capacity to work in a team and to deadline |
|  | **Other Requirements** |
| E | Commitment to implementing Equal Opportunities and the ability to integrate these into plans, strategies, and service delivery |
| E | Understanding of confidentiality |