



Groundwork Cheshire, Lancashire & Merseyside.

RECRUITMENT PACK

RECEPTION AND ADMINISTRATION SUPPORT

CLOSING DATE: Midnight Sunday 26th July 2026

Groundwork Cheshire, Lancashire and Merseyside

Charity Registration number 514727

74-80 Hallgate, Wigan, WN1 1HP

www.groundwork.org.uk

T: 01942 821 444 | E: recruitment@groundwork.org.uk



Are you ready to be part of something extraordinary?

At Groundwork, we're not just a charity – we're a movement for positive change, and we are delighted that you are interested in joining us.

Groundwork was created in the early 1980s, during a time of social and economic crisis. The world may have changed a great deal since then, but our purpose and our work has never been more relevant, as we continue to provide a beacon of hope during times of uncertainty.

Making a difference isn't just our goal, it's the very the reason we exist. Imagine helping people who have become isolated to regain their confidence and get into jobs and training, or supporting families struggling with rising bills, or empowering communities to tackle climate change head-on. That's what we do at Groundwork. We are changing places and changing lives – every day.

But we can't do it alone. We need passionate individuals who share our values and our commitment to positive change. We are committed to diversity and we also believe that people with lived experience of the challenges facing the communities we serve are part of the solution. So, whether you're just starting out in your career, or looking to take your next step, we want to hear from you.

Join our growing team, where collaboration, learning, and personal growth are not just encouraged – they're celebrated. With excellent working conditions and an inclusive and supportive environment, Groundwork is more than a job; it's a journey of development, discovery and impact.

I hope this insight into Groundwork makes you excited about the opportunity to work with us and becoming part of something truly special.



Andrew Darron, Executive Director



ABOUT GROUNDWORK CHESHIRE, LANCASHIRE AND MERSEYSIDE



Groundwork is a charity working locally and nationally to transform lives in the UK's most disadvantaged communities.

Groundwork Cheshire, Lancashire and Merseyside is one of 15 Groundwork Trusts across England, Wales and Northern Ireland. Last year we carried out over 70 diverse projects each year. Projects that tackle climate change and help people out of fuel poverty. Projects that bring out the best in young people by helping them to improve their local area. Projects that build stronger communities by improving green space or creating jobs.

Last year, this contributed to the following outputs and outcomes.

- ✓ **More than 1900 community organisations and businesses supported**
- ✓ **Over 3,700 young people supported to learn and achieve**
- ✓ **Around 800 volunteers engaged**
- ✓ **Over 110,000 m2 of land either improved or managed and over 1500 trees planted**
- ✓ **Over 250,000 benefitting from public spaces we've improved**
- ✓ **1,600 people helped to reduce domestic energy use, water use & waste sent to landfill**



WHAT IS IMPORTANT TO US



VALUES

Our values inform what we do and how we do it.

We are environmentally aware and focused on communities in need.

We are knowledgeable, compassionate and work with integrity.

We provide leadership, are professional in our performance and driven to make a positive impact.

PROFESSIONAL

We are professional in our performance.

- hard working, efficient & effective
- ensuring all of our resources are used to maximise the impact of our work.

LEADERSHIP

We provide leadership and positive energy focused on helping communities to develop solutions.

INTEGRITY

We demonstrate the highest levels of integrity within our work.

- striving to build genuine partnerships that are committed to places for the long term.

MAKING AN IMPACT

We are driven to make a difference to our communities.

- we effect genuine change and we can demonstrate the impact of our work

COMPASSION

We take a person-centred approach that delivers compassionate support to those members of our community in need of our help.

KNOWLEDGE

We are knowledgeable in our field of expertise and use our creativity to develop new and innovative approaches to tackling difficult community problems.



EQUALITY AND DIVERSITY

We are fully committed to eliminating discrimination and promoting equality and diversity in our workforce and employment practices, in the work we undertake, and in the provision of all our services.

We value diversity and flexibility in our workforce as we think it gives us access to a wider range of skills. This means that decisions concerning recruitment, promotion or any other aspect of employment will be based on the needs of the organisation and not any assumptions based on sex, race, age, disability, gender reassignment, sexual orientation, married or civil partnership status, pregnancy or maternity, religion or belief (these are known as 'protected characteristics').



SAFEGUARDING

We commit to doing everything we can to ensure the safety of those involved in our projects, programmes and services. Our safeguarding team ensures that our safeguarding policy and practices are rigorously implemented and continually reviewed and improved. Safeguarding is embedded in our organisational culture.

We ask all staff to undertake safeguarding training when they join us.



SUSTAINABILITY

We are committed to minimising its environmental impact and promoting positive environmental behaviour among its employees, service users, suppliers and partners. Our environmental policy sets out how we will manage our assets and activities in a way that's consistent with our values and demonstrates our commitment.

The policy relates to all areas of our work and contains responsibilities for all employees.






RECRUITMENT PROCESS

CLOSING DATE: Midnight Sunday 26th July 2026

To apply for this position, please complete the online application form via the relevant vacancy listing available on our website which can be found here:

<https://groundwork.org.uk/about-groundwork/careers-across-groundwork>

Please complete the following before the closing date:

-  **Completed Application Form**
Demonstrating how your knowledge, skills, experience and values meet the requirements of the role in line with the person specification.
Note: Your name and any information that could be used to identify your age, gender or ethnicity will be removed by our HR team before shortlisting
-  **Signed GDPR Statement acknowledgment**
This document will be removed by our HR team prior to shortlisting*
-  **Completed Equal Opportunities Monitoring Form**
This document will be removed by our HR team prior to shortlisting*
-  **Completed Declaration of Convictions Form**
This document will be removed by our HR team prior to shortlisting*
-  **Completed Referees Form**
This document will be removed by our HR team prior to shortlisting*.
This should contain contact details of 2 referees, one of which should be your most recent employer if you have one. Please note referees will not be contacted unless you are successful at interview stage.

*Groundwork Cheshire, Lancashire and Merseyside collects this data to help ensure that there is no discrimination in employment practice with regards to appointment, access to training, and promotion. This is a condition of the GDPR under which processing of sensitive data can take place.

INTERVIEWS

You will be contacted shortly after the closing date with an update on the status of your application.

Interviews will take place in-person in Wigan week commencing 10th and 17th August.

Reception and Administration Support

£15,842.52 (Full time equivalent £25,524)



The role that keeps everything connected.

Every day, communities across Cheshire, Lancashire and Merseyside benefit from the work we do.

Behind that work is a small team of people who keep the organisation running, support colleagues across the Trust and make sure every visitor, partner and stakeholder experiences the very best of Groundwork from the moment they walk through the door.

This role sits right at the heart of that team.

As Reception and Administration Support, you'll be the organiser, the problem solver, the coordinator and the person colleagues rely on to keep things moving.

From welcoming visitors and managing enquiries, to supporting projects, events and business operations, you'll play an important role in the day-to-day life of an organisation employing more than 80 staff and volunteers across multiple locations.

No two days will look the same – and that's exactly what makes this role so rewarding. This is a role for someone who enjoys variety, thrives in a fast-paced environment and takes pride in helping others.

We're looking for someone who:

- Enjoys working with people and providing exceptional service.
- Thrives in a busy environment and can confidently manage priorities.
- Takes pride in being organised, dependable and proactive.
- Wants to develop new skills and gain experience across a range of business functions.
- Wants to be part of an organisation that makes a real difference to people and places.

For more information about Groundwork please see www.groundwork.org.uk/sites/clm

What we will offer you

- > 25 days holiday entitlement increasing with length of service, plus public holidays (pro rata for part time staff)
- > Flexible working arrangements, depending on the needs of the role
- > Enhanced employer pension contribution (6%) increasing further with length of service
- > Cycle to Work salary sacrifice scheme, if eligible
- > Employee Assistance Programme
- > Death in Service Benefit, if eligible





JOB DESCRIPTION

Reception and Administration Support

Salary:	£15,842.52 (Full time equivalent - £25,524)
Hours of work:	Part time, job share - 22.5 hours per week <i>This role will require additional hours, as required, to cover leave of the job share partner (with any additional hours remunerated)</i>
Pattern of work:	12:45pm – 5:15pm (Monday to Friday)
Location:	74-80 Hallgate, Wigan, WN1 1HP
Term:	Permanent
Responsible to:	Support Services Administrator
Responsible for:	N/A

BACKGROUND

This post is within Groundwork CLM's Support Services team which focuses on providing high quality services to assist the Trust's operational programmes and ensure compliance with all legal, regulatory and statutory functions and Trust policy.

The Support Services team provide a range of core services within an organisation encompassing 80+ employees and many volunteers across 8 offices and/or project delivery bases. These core services include, Finance, HR, Facilities Management, IT and Communications.

SCOPE OF THE ROLE

The purpose of this role is to provide an effective and efficient front of house service alongside administrative support to the Trust.

Key responsibilities include, but are not limited to; acting as the first point of contact for general enquiries via telephone and email, delivering a professional messaging service and redirecting calls to the appropriate staff when needed, monitoring and ordering stationery, hospitality and cleaning supplies, and maintaining organisational calendars and schedules to support the effective day-to-day operation of the office.

You will also have the opportunity to develop your knowledge and experience across a range of support service functions including finance, health and safety and HR.

Full on-the-job training and ongoing support will be provided.



MAIN DUTIES & RESPONSIBILITIES

Key Responsibilities:

- Provide a professional and courteous front-of-house service to all visitors, including those from partner organisations.
- Act as the first point of contact for telephone and email enquiries, ensuring prompt and effective responses.
- Deliver a front-line enquiry service, resolving queries where possible and directing to appropriate staff when required.
- Maintain a professional messaging and call handling service.
- Manage reception operations, ensuring the area is tidy, presentable, and welcoming at all times.
- Maintain and manage staff sign-in and sign-out systems.
- Manage calendars and booking systems for meeting rooms, vehicles, and trust facilities
- Handle incoming and outgoing post efficiently.
- Manage and control the issue of security keys.
- Monitor and maintain office supplies, including stationery, hospitality, and cleaning materials.
- Operate absence notification procedures and ensure accurate communication.
- Undertake general administrative duties, including mailshots, photocopying, laminating, filing, archiving, and document preparation.
- Ensure reception cover is maintained throughout the working day (8:45am to 5:15pm) as part of a job share arrangement. This includes providing cover for the job share partner during periods of absence and coordinating leave to ensure service continuity (with any additional hours remunerated).

Other Responsibilities:

- Carry out regular office checks to ensure compliance standards are met.
- Ensure notice boards and organisational literature are kept up to date.
- Arrange and monitor company vehicle checks (daily and monthly).
- Coordinate maintenance of first aid boxes.
- Arrange vehicle-related bookings, including hire, servicing, repairs, tax, and MOT.
- Assist other Support Services functions (e.g. finance, HR, IT, facilities, H&S) with administrative tasks.
- Support the coordination of company events.
- Support Health & Safety processes, including assisting with fire alarm testing and record keeping.
- Control and issue petty cash for the Wigan office.
- Open and securely lock the building.
- Carry out any other duties as requested by your line manager.



Person Specification

(requirements of the job holder)

Assessment Method Key -

A (application form), I (interview), P (presentation), E (exercise), R (role play)

	Essential (E)	Desirable (D)	Assessment Method
Experience			
Previous work experience within a receptionist/administrative role.	✓		A / I
Experience in multi-site organisations		✓	A / I
Knowledge			
Understanding of front-of-house and customer-facing service standards	✓		A / I
Basic knowledge of administrative and office procedure	✓		A / I
Understanding of health and safety requirements within an office environment	✓		A / I
Awareness of confidentiality and data protection (e.g. GDPR) requirements	✓		A / I
Basic understanding of office systems, including email and calendar management	✓		A / I
Familiarity with facilities or office management process		✓	A / I

	Essential (E)	Desirable (D)	Assessment Method
Basic knowledge of HR or finance administrative processes		✓	A / I
Skills and Abilities			
Able to cope well under pressure	✓		A / I
Excellent communication skills	✓		A / I
Excellent organisational skills	✓		A / I
Good written and numeracy skills	✓		A / I
Ability to maintain confidentiality in the work undertaken	✓		A / I
A polite telephone manner	✓		A / I
Personable and friendly approach to reception duties as role involves conversing with people of all levels	✓		A / I
Have ability to deal with difficult or distressed people	✓		A / I
Be organised and able to deal with busy periods	✓		A / I
Ability to use own initiative	✓		A / I
Have a smart appearance	✓		A / I
Possess basic computer skills	✓		A / I
Ability to work collaboratively across teams	✓		A / I

	Essential (E)	Desirable (D)	Assessment Method
Education, Training and Qualifications			
GCSE English Grade C or equivalent	✓		A
GCSE Maths Grade C or equivalent	✓		A
Word processing skills	✓		A
Personal Qualities and Commitments			
An appreciation and commitment to Health & Safety issues in the workplace	✓		A / I
A commitment to Equal opportunities in all work practices	✓		A / I
A commitment to understand and follow all GCLM Core Policies in all work practices.	✓		A / I
Willingness to attend departmental/trust meetings/training events as and when required.	✓		A / I

Note to applicant:

Should you have any questions about the assessment methods, please don't hesitate to contact HR on 01942 821444 who will be happy to answer any questions and/or address any specific requirements or reasonable adjustments.

Groundwork Cheshire, Lancashire and Merseyside strive to have a diverse and inclusive workforce that is representative of the communities we serve. We want you to be yourself at Groundwork and we value everything that makes you unique. We recognise and celebrate your difference and together we make Groundwork a special and great place to work.

As a Disability Committed employer we offer a guaranteed interview to applicants with a disability who meet the essential criteria for the role.

At Groundwork we ensure that we provide a safe environment for adults, children and young people to take part in any activity or service that we organise. We are committed to creating a culture that promotes safeguarding and the welfare of all children, young people and adults at risk. Our safer recruitment practices support this by ensuring that there is a consistent and comprehensive process of obtaining, collating, analysing and evaluating information from and about candidates to ensure that all the people we appoint are suitable to work with our children, young people and adults.

We are proud to demonstrate our commitment to fair pay by ensuring that every employee within our organisation receives at least the Real Living Wage. This pledge reflects our belief that work should provide not only financial stability but also dignity and respect. By paying the Real Living Wage, we aim to support our team's wellbeing and contribute to a more equitable society.

>> How to apply

Interested?

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Please submit your application form before the closing date.

If you have any queries, please contact us:

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Tel: 01942 821 444

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