

APPLICANT PACK

ADMINISTRATION ASSISTANT





TABLE OF CONTENTS

| | |
|-------------------------------|----|
| CEO Welcome | 3 |
| About Langley | 4 |
| Benefits | 6 |
| ED&I and External Recognition | 8 |
| Job Description | 10 |
| Application Process | 11 |

CEO WELCOME

As CEO of Langley Trust, I welcome you and thank you for your interest in working with us.

Langley is centred around the belief that everyone deserves another chance. We help people with convictions to transform their lives, promoting rehabilitation, preventing crime, and reducing re-offending.

We work with people of all faiths, and none, and believe that everyone is worthy of respect, no matter what their past looks like. Our work is challenging but so very rewarding for the right candidate and I invite you to look at the roles we have available.

They are varied and spread across the country, some with a requirement to be a practicing Christian, and many without. I am proud to say we are recognised within the Care, Justice and Housing sectors as an effective provider of services for vulnerable people who have convictions and who may have experienced failure with other placements.

I recognise that our staff and volunteers are the backbone of this organisation, helping clients on their transformation journey and providing care and support in keeping with Langley's values and Christian ethos. I am truly grateful for all that they contribute every day. I hope that this brief introduction to Langley and welcome from me inspires you to keep reading and find out more about working with us as we commit to seeing lives changed for the better.

Kind regards,

Tracy Wild
CEO



ABOUT LANGLEY

Langley Trust is a Christian charity providing supported housing, complex needs care through our registered care homes, programmes and support services in the community for people with convictions. For over 65 years we have been helping adult men and women (18+) with convictions to transform their lives and thrive, believing that **everyone deserves another chance**, and with the right support, is capable of change.

We are particularly skilled in working with people who are deemed 'hard to place' and those with complex needs. This includes individuals who are subject to MAPPA (Multi-Agency Public Protection Arrangements).

Across the UK, in 21 geographical urban and rural locations, we can accommodate up to 500 clients within our registered care homes, hostels, community-based houses, and an Independent Approved Premises (delivered on behalf of HM Prison and Probation Service), offering tailored support to meet individuals' needs.

During 2023/24 we worked with a total of 722 clients who needed supported housing. When we include complex care clients, and those who engaged with our other services such as finance, benefit and debt, and accommodation advice, the total number of clients who engaged with Langley rises to more than 1778 during that year.

OUR VISION

is of a society where no-one is unfairly disadvantaged because of their past.

OUR MISSION

is to support people with convictions so that they reintegrate into society, live crime-free and thrive.

OUR VALUES

underpin the way everyone works at Langley

“

I WAS MADE TO FEEL LIKE A PERSON BY LANGLEY AND THAT MADE ME BECOME A PERSON. IT'S NOT JUST ALL TALK, IT'S ACTUALLY REAL.

Kevin
Client



LANGLEY TRUST values

CHRIST-LIKE

RESPONSIBLE

GENUINE

RESPECTFUL

VISIONARY

BIBLE REFERENCES

Philippians 2.5 • Hebrews 6.11 • 2 Corinthians 8.21
Matthew 7.12 • Jeremiah 29.11



BENEFITS

MYREWARD

FLEX



Pension-matched up to 8%
Enhanced maternity pay



Up to 30 days plus bank
holidays

Staff holiday flat



Flexible benefits package tailored
to meet your individual need



Access to blue light card discounts



Smarthealth – free online
GP service 24/7



Life assurance 3 x salary



Funded health cashplan

44

I LOVE WORKING FOR LANGLEY BECAUSE REGARDLESS OF OUR DIFFERENT ROLES WITHIN THE ORGANISATION, WE ARE ALL UNIFIED BY ONE OVERARCHING aim – TO EXTEND LOVE, HOPE AND SUPPORT TO SOME OF THE MOST MARGINALISED PEOPLE IN OUR SOCIETY.

Katie
Staff

LANGLEY TRUST SERVICES



Complex Needs Care

- Ashdene - Wakefield
- Chatterton Hey - Bury
- House of St Martin - Taunton
- Longcroft - Lancaster
- Mariposa House - London
- Park View - Fleetwood
- The Knole - Cheltenham
- The Shrubbery - Kent

Specialist Advice

- HMP Fosse Way - Leicester

Supported Housing

- Box Tree Cottage (IAP) - Bradford
- Dorado - London
- Eliora - Bedfordshire & Northamptonshire
- Kadesh - Medway Towns
- Langdon (IAP) - Dorset
- Murray Lodge - Coventry
- Tekoa House - Rochdale

Supported Housing places also at:

- Ashdene - Wakefield
- Park View - Fleetwood

EXTERNAL RECOGNITION



The quality of our work has been recognised externally, including Investors in People Gold accreditation three consecutive times since 2016 and the prestigious Charity Times Award 'Charity of the Year' in 2018.

In 2023/24

- LaingBuisson 'Excellence in Specialist Care' Award – Winner
- Women in Housing Awards, 'Professional of the Year' – Highly commended

In 2024/25

- We were a finalist for Charity Times Awards 'Equity, Diversity and Inclusion Award'
- Won the Investors in People Award for 'Best Culture'.
- Awarded Investors in People Platinum

We hold ISO270001 accreditation and are a Level 2 Disability Confident Employer.

ED&I

Equality, Diversity & Inclusion



In addition to being a Level 2 Disability Confident Employer, Langley is proud to have established 4 Staff Networks since 2022:



True2Me – enabling those with a shared LGBTQIA+ identity to meet and think about the issues that are relevant for them.



Connect More – representing our younger workforce



Women of Wisdom (WoW) supporting women within Langley

TOGETHER

Together – celebrating and supporting ethnically diverse staff



My Brother's Keeper - Our Men's Network, bound by faith and shared values

MARIPOSA HOUSE

London

Mariposa House is a bespoke, high-support, ten bed, en-suite accommodation, for women who are ready to move into the community from secure hospital. Set in peaceful, spacious grounds in Abbey Wood, Southeast London, Mariposa House benefits from lots of space and communal areas, for both individual and group support.

Drawing on trauma informed principles, we support and encourage clients to progress in their journey towards recovery in the community.

This service is a joint partnership between Langley Trust and Oxleas NHS Foundation Trust and is regulated by the Care Quality Commission.

FACILITIES

- 10-bed house exclusively for women
- Self-catered facility with en-suite rooms and 24-hour support
- Promotes special inclusion and improves health and well-being using a trauma-informed approach
- Supports residents to move into the community and develops skills to live as independently as possible
- Delivers the highest standards of community care in order to reduce the length of stay in hospital
- Involves residents in planning their care and in the day-to-day running of the hostel



JOB DESCRIPTION

| | |
|-----------------------|---|
| JOB TITLE | Administration Assistant |
| WORKPLACE | Mariposa House |
| HOURS | Flexible to suit volunteer |
| ACCOUNTABLE TO | Service Manager |
| JOB PURPOSE | In a registered care home environment, to support the Service Administrator with administration tasks that ensure the efficient running of the Service Office |

KEY RESPONSIBILITIES

(This list is not exhaustive but is indicative of your main areas of work)

Taking direction from the Service Administrator and Management Team, to undertake tasks such as:

1. Secretarial and administrative support to the Service
2. Inputting of accurate data and information into the management systems
3. Processing incoming and outgoing mail
4. Receiving of incoming telephone calls and ensuring messages are delivered in a timely manner
5. Receiving visitors into the Service

KEY INDICATORS FOR ROLE

1. Motivated to help others and disadvantaged groups.
2. Demonstrable administration experience
3. Good interpersonal skills.
4. Team player
5. Flexible attitude to rapid changes in tasks
6. Non- judgemental – relates well to people of any background.
7. Friendly and enthusiastic.
8. Great communication skills – able to communicate with groups of differing in age in a caring and respectful manner.

Please note that a satisfactory **Enhanced DBS check** is required for this role, and that role offers will be subject to the Trust receiving satisfactory references and evidence of the successful applicant's right to work in the UK.

APPLICATION PROCESS

If you would like you to find out any more about the role, please contact us on volunteermanager@langleytrust.org.

To apply, please submit an application on the Langley Trust volunteering page that can be found here langleytrust.org/volunteer