

# APPLICANT PACK

## ADMINISTRATION ASSISTANT





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# 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

# THE KNOLE

Cheltenham

The Knole is a complex needs care service in Cheltenham providing 15 bedrooms, 1 of which is on the ground floor. It is a CQC registered care home for men coming from prisons, secure hospitals, or the community with multiple needs.

These might include mental health issues, learning disabilities, physical care needs and those recovering from substance misuse issues.

## FACILITIES

- Forensic step-down service
- Support for individuals with health care needs
- In-house forensic psychology provision
- Fully catered placements
- 24-hour staffing
- Ensuite bathrooms available
- Large mature garden
- Activities programme





## LOCATION

The Knole is within walking distance of Cheltenham Spa railway station.

## SUPPORT PROVIDED

The service provides: person-centred support, one-to-one key working, physical care provision and psychological and mental health support. The Knole can also provide clients with extra care support in the community as they transition from a Langley placement to more independent accommodation.

## OTHER INFORMATION

The Knole provides a safe and calm environment from which men can plan their next steps and grow in independence. Men are encouraged to structure their time with social and recreational activities, including engaging with arts and crafts, gardening or making use of the games room.

## SECURITY

Single entry point, CCTV and window restrictors.

## STAFFING

Minimum of double staffing cover at all times, including night-awake staff. Additional staffing can be provided for men requiring more dedicated staff support for their care needs.



## ELIGIBILITY

Men with convictions and those at risk of offending, aged 18 years and over.



## EXCLUSIONS

None; all referrals are considered on a case-by-case basis with partner agencies (including those overseen by MAPPA).

# JOB DESCRIPTION

<b>JOB TITLE</b>	Administration Assistant
<b>WORKPLACE</b>	The Knole
<b>HOURS</b>	Flexible to suit volunteer
<b>ACCOUNTABLE TO</b>	Service Manager
<b>JOB PURPOSE</b>	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](mailto:volunteermanager@langleytrust.org).

To apply, please submit an application on the Langley Trust volunteering page that can be found here [langleytrust.org/volunteer](http://langleytrust.org/volunteer)