

Temporary Administrator



Job Description

Salary:	£23,772 – £27,222 FTE
Contract:	Temporary, 0.4FTE (14.5 hours per week)
Location:	Office-based (Bendrigg Lodge, Old Hutton, Kendal)
Reporting to:	Head of Income and Engagement
Closing date:	9am Tuesday 28 th July 2026
Interview date:	Thursday 30 th July 2026
Start Date:	As soon as possible

This role is acting as temporary cover whilst our Activities Co-ordinator is on long-term sick leave. The 'Activities programming' part of this role is being covered internally, so this post focuses on administrative and operational support.

This is a temporary contract until the end of the year (31st December 2026), or until the postholder returns to the post, with a month's notice period. There is the potential to extend this contract by up to a further 6 months if mutually agreed.

It is expected that the 0.4FTE (14.5 hours) would be split over two 7.25 hour days (8.45am-5pm). Ideally these would be Thursdays and Fridays although some flexibility may be possible.

We are looking for a friendly and organised Temporary Administrator to help keep our office running smoothly. This role focuses on reception cover and day-to-day administration, supporting our bookings team to ensure visitors have a positive experience.

Key Responsibilities:

Reception and front of house

- Act as the first point of contact for visitors, answering questions and providing a warm welcome
- Handle incoming phone calls, directing enquiries appropriately
- Support visitors on arrival (e.g. signposting, basic information, liaising with staff)
- Maintain a tidy, organised reception and office area

Bookings and customer support

- Support the bookings team with administrative tasks including:
 - preparing course paperwork,
 - archiving,
 - sending invoices and chasing outstanding payments etc.

General Administration

- Assist with ad hoc tasks to support the wider team
- Support coordination between teams to ensure smooth delivery
- Provide flexible administrative support across the office as needed

This is not an exhaustive list, and you will be able to undertake such duties as may reasonably be expected, within the scope and rank of this post.



Bendrigg

Person Specification:

It is expected that the post holder will have the following: (E) = Essential (D) = Desirable

Experience

- Previous experience working in an administrative / receptionist role (E)
- Experience working with bookings systems, databases (particularly Cinolla) (D)

Knowledge

- Good understanding of disability / accessibility and inclusion (D)

Skills

- Confident communicator, both in person and over the phone (E)
- Strong organisational skills and attention to detail (E)
- Good IT skills ideally including Microsoft 365 and CRM databases (E)

Personal Attributes

- Approachable, friendly, open, and honest (E)
- Calm and reliable, especially in a busy office environment (E)
- Have a passion and empathy with the mission and values of Bendrigg (E)

Other

- A full, ideally clean, driving license (Bendrigg is situated in a rural location with no public transport links. Whilst a driving license is not essential, the post holder will be responsible for getting to site on required office days). (D)

Working at Bendrigg

We understand that everyone is different and try to be as flexible as possible. We are proud to offer a caring and supportive working environment with a number of benefits including:

- Holidays: Staff receive 30 days paid holiday plus bank holidays (FTE, part-time pro-rata). (Up to 7 days + 3 Bank holidays required to be taken during the Christmas/New Year shut down period - FTE).
- Meals: meals and refreshments are provided when on-shift for anyone working on-site from our amazing catering team.
- Training: personal and professional development is actively encouraged and rewarded. Staff are provided with opportunities for external training as well as a number of internal training sessions throughout the year.
- Pension: All employees can take advantage of our pension arrangements whereby contributions of 5% from the employee are matched by 5% from Bendrigg.
- Company health cash plan
- Sick pay: company sick pay (inclusive of SSP) starting at one week full pay in the first six months rising to six months full pay after five years of employment
- Maternity & Paternity Pay: Statutory Maternity & Paternity Pay
- Parental leave: We understand that you may need time to settle children into a new school, or you may want to spend more time with a child. Bendrigg offers 18 weeks unpaid leave for each child up to their 18th birthday (maximum of 4 weeks per year).
- Emergency Dependant & Compassionate leave: Up to 5 paid days per year

We welcome and encourage applications from candidates of all backgrounds, irrespective of gender, disability, colour, race, nationality, ethnic or national origin, marital status, sexual orientation, religion or criminal records.

The logo for Bendrigg, featuring the word "Bendrigg" in a stylized, handwritten-style font. A thick, dark green horizontal line is positioned below the text, starting from the left edge of the page and extending under the word "Bendrigg".

How to apply

Please submit your CV and a short covering letter/email detailing how you fit the person specification to vacancies@bendrigg.org.uk

For more information

We welcome informal enquiries so please do contact our office if you have any questions.

All enquiries relating to this post should be made to:

Sarah Garman, Head of Income and Engagement

sarah@bendrigg.org.uk 01539 723766

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www.bendrigg.org.uk | 01539 723766 | bookings@bendrigg.org.uk

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