Trampoline N.H C.I.C

Promoting ethical leadership. Supporting community enterprise

ROLE PROFILE

Office Admin Associate (Nov 2025)

Overview

We are Trampoline NH CIC, a social enterprise that provides business incubation services, supports community enterprises, and promotes ethical leadership in SMEs, in underserved communities.

We are looking for an exceptional individual to work with us as **Office Admin Associate**.
The ideal candidate will possess the necessary skills, ability, and experience to deliver on all aspects of the job as highlighted in the job profile, description and specifications.
They will also have a positive attitude, a great sense of initiative, be a good team player, and have the willingness to grow with us in this exciting phase of our development.

The job

This is an office-based role and the aims of the job are to:

- Provide specialist and general admin support for Trampoline's operations.
- Cover office admin duties.
- Develop and implement sound and reliable admin systems and procedures, as well as filing systems (on and off-line).
- Monitor and replenish office supply stocks (stationeries, water supply, refreshments, etc.).
- Manage office cleaning contractor.
- Manage the office petty cash float and event budgets.
- Provide office cover during our core opening hours, to ensure the office is always manned.
- Be the first point of contact for Trampoline (by phone, email, or in person).
- Provide frontline support to and liaise with our service users.

Conditions

- Salary: £28,000 (pro rata if less than 5 days)
- Part-time: 4 – 5 days per week
- Pension contribution: employer (3%) and employee (minimum 5%)
- Annual leave entitlement: 25 days (pro-rata if less than 5 days)
- Term: initially 12 months, renewable subject to contract extension and meeting KPIs
- Location: from our registered office in London SE1
- Proposed start date: December 2025
- Accountable to Head of Operations.

JOB DESCRIPTION

1. Specific administrative duties

- Be the first point of contact for Trampoline's operations, through answering general calls and correspondences, and directing more specific ones to relevant staff members.
- Schedule staff meetings, make sure they are logged in the office diary, and shared with relevant parties.
- Take meeting minutes, assign tasks, and monitor follow-up actions.
- Co-manage our MS SharePoint server: create, organise, and maintain an effective filing system and ensure it is regularly updated.
- Manage and monitor office petty cash float and event budgets.
- Manage and monitor office sign-in registrar.
- Take inventory and (re)order office supplies.
- Keep logbook of office equipment and furniture for inventory purpose.
- Provide office cover during our core working days and hours.

2. Corporate events planning and management

- Update and maintain Trampoline's events calendar.
- Work closely with the Executive & Programmes Support Associate and the Hub Community Associate to ensure our corporate events calendar (for The Enterprise Hub and our Programmes) are synched and regularly updated.
- Support operational event bookings (board meetings, business surgeries, etc.).

3. General administration and team support

- Maintain effective paperless records keeping systems and procedures.
- Contribute ideas for developing relevant SOP for the Admin function.
- Comply with GDPR (General Data Protection Regulations).
- Dispatch invoices to relevant team members for authorization.
- Manage cleaning contractor.
- Keep track of basic HR-related records (annual leave, sick leave, TOIL requests, etc.).
- Attend and actively participate in team meetings, events, and strategy sessions as required.
- Uphold Trampoline's values, Code of Ethics, and policies on Safeguarding, EDI, and Data Protection.

PERSON SPECIFICATION

The ideal candidate will be a well-organised and excellent communicator, as well as a committed and enthusiastic individual with empathy and knowledge of how to communicate with our audiences.

They will be able to demonstrate the following:

- Strong organisational skills.
- Exceptional customer service skills.

- Ability to manage the office and admin function.
- Excellent verbal and written communication skills.
- Availability to work from the office (exclusively).
- Ability to use MS Office platforms and latest technologies for office administration.
- Strong sense of initiative and ability to suggest new systems and procedures for improving office efficiency.
- Confidence in decision making.
- Ability to work in a growing team and on your own.
- Attention to details.
- Sensitivity and empathy.
- Positive attitude in a fast changing and growing small business.
- Solution and result oriented.
- Flexibility.
- Confidentiality and discretion.

To apply, please send an updated CV (max. 2 pages) and cover letter (max. one page), to admin@trampolinecic.org demonstrating how you meet the criteria in this Role Profile.

Deadline for application:	15th November 2025
Interview:	week starting 24th November 2025
Start date:	ASAP

Due to our limited resources, we will only contact shortlisted applicants to invite them to an interview. We thank you in advance for considering working with us.