

16th January 2026

Dear applicant,

Re: Health and Wellbeing Administrator and Monitoring Officer

Thank you for your interest in this role. This information pack provides you with details of the role and how to apply. It contains:

- Covering letter
- Information about London Friend
- Job Description
- Person Specification

Please read the job description and person specification carefully. To apply please complete an application form and equality monitoring form and ensure that you address all the points in the person specification in your application. **Please do not submit additional documents or send a CV: these will not be considered as part of your application.**

A Word version of the application form and equality monitoring form are available to download from our website here: <https://londonfriend.org.uk/jobs/>

The closing date for this position is 5pm on Monday 2nd February 2026. Applications submitted after this time cannot be considered. Interviews are scheduled for Thursday 5th February 2026. If you would like to discuss this role, please contact me by email monty@londonfriend.org.uk

Good luck with your application!

Yours sincerely,

Monty Moncrieff MBE
Chief Executive



Information about London Friend

London Friend works to promote the health and well-being of lesbian, gay, bisexual, trans and queer+ (LGBTQ+) people. We do this by providing services that support individual LGBTQ+ people directly; by engaging LGBTQ+ volunteers in the delivery of these services; and also by giving our service users a voice to contribute to the strategic development and inclusion of LGBTQ+ people within health and care services.

We are the oldest LGBTQ+ charity in the UK, set up in 1972 and celebrated our 50th Birthday in 2022.

We want to improve the health and well-being of LGBTQ+ people who experience a disproportionately high level of health inequalities compared with the general population. Our services aim to improve health outcomes and allow LGBTQ+ people to live more active lives as connected and integrated members of their communities.

We aim to achieve this by providing group and one-to-one support that improves individuals' self-confidence; reduces common mental health issues such as anxiety and depression; improves individuals' engagement in social and physical activities; improves physical health such as reduction in alcohol or drug use, and adherence to HIV medication; and promotes community engagement through volunteering. We also aim to use the experiences of our service users and volunteers to influence improvements in health and care for LGBTQ+ people through our strategic partnerships.

We have a small staff team and a large base of around 100 volunteers. We work from our base in Kings Cross and also at satellite and partnership venues around London, including several innovative partnerships with NHS substance misuse and sexual health services. We work strategically with other LGBTQ+ organisations, and as a member of the National LGBT Partnership we are an alliance partner to the Department of Health and Social Care.

London Friend won a GSK IMPACT UK Award in 2016, given to small and medium-sized charities excelling in health and wellbeing. We also won a National Diversity Award in 2014. In 2016 our volunteers were awarded the Queen's Award for Voluntary Service.

London Friend offers generous annual leave entitlement (30 days for full time staff, pro-rata for part-time staff), and makes a 5% employer's contribution to our pension scheme.



Health & Wellbeing Administrator

Job Description

Hours of Work:	Full time (35 hours per week)
Salary:	£28,840 per annum
Contract:	Permanent
Responsible To:	Chief Executive
Responsible For:	Support of admin volunteers
Location:	Office-based at London Friend. Some home working is possible.

London Friend is the UK's oldest LGBTQ+ charity providing health and wellbeing support to LGBTQ+ people. Services include support and social groups; counselling; drug & alcohol support; an extensive volunteering programme; and training and consultancy.

We're looking for an administrator for our health and wellbeing services. This role is a key function, working across the whole of the organisation, to support day to day operation of all our services and to ensure that all our record keeping is accurate and up-to-date, and that data is available and prepared for us to report to funders.

The postholder will also provide administrative support to our health and wellbeing services, processing new referrals, liaising with service managers, booking appointments, and ensuring the administrative day to day operation of London Friend, including updating and monitoring and responding to our website and social media channels.

With several grants and contracts for London Friend to manage, the Health & Wellbeing Administrator will be responsible for ensuring that all data is input into relevant databases and systems; analysing data and producing reports; overseeing monitoring of the use of services; reporting on client health outcomes for funders and organisational analysis; and providing administrative support to the organisation.

Main Purpose of Job:

1. Support the Chief Executive in developing and implementing monitoring and reporting systems for all of London Friend's health and well-being services

2. Lead on the on-going management and administration of London Friend's client record and contact management database (Salesforce)
3. To support the day-to-day running of the Counselling Service, Antidote Service, and other London Friend teams including taking referrals; booking appointments; maintaining waiting lists; and ensuring client records are maintained
4. To update and monitor the organisation's website and social media channels on a regular basis
4. To provide general administration support to the organisation.

Main Areas of Responsibility:

Ensure accurate recording of data on relevant systems

- Provide support to the Counselling, Antidote and other London Friend teams to ensure that assessment, attendance and evaluation data is gathered and inputted in an accurate and timely manner, into relevant systems
- Provide information as requested to support in the production of monitoring and other relevant reports
- Ensure that systems are in place to extract relevant information in a time efficient way
- Provide day to day support to volunteers assisting with data input
- Work with staff and volunteers to ensure effective implementation and usage of London Friend's monitoring systems
- Support the Chief Executive in collating and analysing monthly, quarterly and annual service monitoring reports
- Support the Chief Executive in producing reporting information

Provide support as required to enable London Friend to deliver services

- Contact service users and prospective service users to book appointments and keep them updated on progress through the system
- Update internal databases and systems with information regarding contacts made

Support the Counselling & Antidote teams with regard to progressing service users through London Friend services and external services, where relevant

- Be able to retrieve service user data using available systems and inform team members of their progress, to enable ongoing support to be provided

- Supporting the Counselling Manager and Antidote Manager to maintain accurate waiting lists for the counselling and Antidote services
- Supporting the Counselling Manager and Finance Officer to maintain accurate donation records for counselling clients

Database Management

- Be ultimately responsible for the on-going management of our database, ensuring all relevant information is entered and recorded
- Manage and keep up-to-date all service user and supporter records within the database

Individual Supporter Management

- Ensure all donor records are kept up-to-date on our database including those of donations from clients receiving counselling and supporting the Counselling Manager and Finance Officer with this function
- Be responsible for drafting letters and fundraising materials to supporters and prospective supporters
- Be the main contact person for all potential supporters
- To process and submit London Friend's annual Gift Aid claim to HMRC

Administration

- Be a first point of contact for people communicating with London Friend via telephone, e-mail or website, and in person
- Support all staff members in the drafting and editing of literature
- Provide general administration support to all staff members and projects as and when required

Social Media and communications

- Under direction from the Chief Executive or a designated member of staff, designing and making regular social media posts across all channels, including writing copy, scheduling weekly support groups posts and planning social media activity for key LGBTQ+ events and dates throughout the year, supporting comms officer
- Keeping up to date with events and developments within the LGBTQ+ sector and sharing relevant social media posts including those of London Friend's partners

- Support London Friend's staff in developing communications activities
- Update and maintain information on London Friend's website and support other communications activities.

General

- To undertake general work as part of the London Friend team and to participate in team meetings and activities as required
- To receive regular supervision from the line manager and assist in developing own personal development plans including attending training courses as required
- At all times to work within London Friend's policies including Equal Opportunities, Health & Safety and Confidentiality; and to observe the requirements of Data Protection and GDPR and Health & Safety legislation as required
- To work outside of normal office hours on occasional evenings or weekends as required
- To undertake any other duties appropriate to the post, as requested by the Chief Executive that are consistent with the above.

Conditions:

This job description does not constitute a 'terms and conditions of employment'. It is provided only as a guide to assist the employee in the performance of their job. London Friend is an evolving organisation and therefore changes to the employees' duties may be necessary from time to time.

The job description is not intended to be inflexible or a finite list of tasks and may be varied from time to time after consultation/discussion with the post holder.

Fixed-term Contract: full time based on 35-hour week, (this may include some unsociable hours for which Time Off In Lieu will be given); starting salary £28,840 per annum inclusive of London weighting; annual leave entitlement 30 days per annum, in addition to Bank Holidays; any other terms and conditions laid out in staff policies and procedures.



Health & Wellbeing Administrator & Monitoring Officer

Person Specification

Essential:

1. Understanding of the LGBTQ+ voluntary sector and the multi-stranded health and wellbeing needs of LGBTQ+ people.
2. **Significant** demonstrable experience of managing data and databases.
3. Experience of developing new administration processes to increase efficiency.
4. **Significant** experience of collating and analysing data and producing written reports
5. **Significant** demonstrable experience of using Microsoft Office packages and broad IT literacy including managing website content using Wordpress, and managing organisation social media accounts including Facebook and Instagram.
6. Ability to prioritise a highly varied workload and make reasoned yet timely decisions.
7. Excellent interpersonal and communications skills, particularly over the telephone, and an ability to empathise and relate to people who may be experiencing emotional distress.
8. Self-motivated with a flexible approach to your role
9. A commitment to the values of London Friend including (but not limited to) LGBTQ+ rights, anti-racism and trans inclusion, plus an understanding of our organisational aspirations.

Desirable:

1. Experience of working in a successful LGBTQ+ health service
2. Knowledge and experience of Salesforce databases
3. Knowledge and experience of Canva or other design software.
4. Experience of working in or supporting a fundraising function.