



Rock Pool CIC | September 2026

Rock Pool Business Administrator

Location: Brixham - Hybrid

Organisation: Rock Pool Life CIC — www.rockpool.life

Start date: October 2026 (by negotiation)

Job Type: Full time / 37.5 hours

Salary: £26,227.50

Closing date: 1st October 2026

Holiday: 25 days off plus your birthday off

About Rock Pool

Established in 2017, Rock Pool CIC is one of the UK's leading providers of trauma-informed training. We work nationwide, training facilitators to deliver our recovery programmes and supporting organisations to become more trauma-informed through workforce training and consultancy.

Our evidence-based recovery programmes equip frontline workers with the skills and knowledge to help people affected by developmental trauma, domestic abuse, and sexual violence—improving recovery and supporting long-term positive outcomes.

We primarily work with Local Authorities, the NHS, and voluntary sector organisations focused on family welfare, health and wellbeing, and mental health.

Our Team & Reach

- A core staff team of 7 managing the company
- A pool of 13 highly experienced freelance trainers
- Between August 2025 and July 2026, we will have delivered 44 Closed Courses for organisations and 27 Open Courses for individuals to around 700 participants and 10 webinars attracting 1,200+ attendees
- Projected turnover of approximately £800k with an operating profit of around £150k

Our Ambitions

We aim to grow training activity by 10–15% annually over the next three years and double our consultancy work in the same period.

Recent Recognition

- Elected to the SE100—one of the top 100 social enterprises in the UK
- CEO Sue Penna named as one of the 100 most influential leaders in the Social Enterprise movement



Business Administrator Role Pack

Job Purpose

We are seeking an organised and proactive individual to join our team as a Business Administrator. This role will serve as the primary point of contact for all administrative support across the organisation, with a specific focus on assisting the Operations and Training teams gaining an in-depth knowledge and support. This is a varied role, so you will need to be comfortable working across different areas of the business, including project management, finance, training administration and general office administration.

You will be working within a close-knit team that provides specialist training to frontline practitioners across both the public and voluntary sectors. The training programmes cover critical areas including trauma-informed care, domestic abuse awareness, and facilitator development courses. Your role will be key in ensuring the smooth coordination and delivery of these training services.

This Business Administrator role is an apprenticeship, with one day a week spent at college developing your knowledge and skills. Upon successful completion, you will gain a Level 3 Business Administration qualification.

Key Accountabilities & Responsibilities

Office

- To take shared responsibility for completing relevant business agendas and meeting minutes when required.
- Book travel and accommodation for CEO and other members of staff as required
- To help to manage internal continuous improvement projects within the business.
- To manage the admin inbox when the Training Administrator is absent.
- Working alongside the Operations team to manage the Fire and First Aid Regulations within the business ensuring all relevant actions are completed in a timely manner.
- To partake in ad hoc research when the business requires.
- To be the first point of contact alongside the Training Administrator for all enquiries.
- To manage the Data Protection Regulations within the business and all activities involved with staying compliant.
- To be responsible for the booking of meeting rooms for internal and external events.
- To assist with financial data entry when applicable.

Business Administrator Role Pack

Training

- When the Training Administrator is absent the Business Administrator will manage the training administration.
- To work closely with the Training Delivery Manager in the set up and management of the courses.
- To manage the maintenance of our CRM and training system which is administered through Monday

Dispatch and Training

- To liaise with our Training Practice Manager in the creation of all our non-standard course resources.
- Prepare, pack and send training boxes using the designated courier service.
- To manage stock levels and place orders to replenish stock.
- To complete monthly stock takes and report any findings to the Training Delivery Manager.
- To be responsible for contacting delegates when applicable via phone or email.
- To complete a quarterly costing review of materials and report to the Training Delivery Manager recommendations.

Marketing

- Researching key target contacts for use in marketing campaigns, using a range of tools such as web, social media and AI.
- Organising and formatting data sets for Mailchimp
- To conduct research for various areas of marketing including website, newsletters, social media channels and membership offerings.
- Help to create social media posts.
- Assisting with a variety of other tasks relating to the marketing function.

Business Administrator Role Pack

Person Specification

Essential Criteria

- Have around 2 years' experience in an office or administrative role.
- Be confident using Microsoft Office, particularly Word, Excel and Outlook.
- Be organised and able to manage multiple tasks and priorities.
- Have good attention to detail and be able to produce accurate work.
- Have good written and verbal communication skills.
- Be able to work independently and as part of a team.
- Be able to use their own initiative and take responsibility for completing tasks.
- Be flexible and comfortable working across different areas of the business.
- Be able to work to deadlines and manage changing priorities.
- Be willing to learn new skills, systems and processes.
- Have a basic knowledge of AI
- Be a confident and competent internet user, able to carry out business related tasks.

Desirable Criteria

- Experience supporting projects or project management activities.
- Experience in finance or accounts administration.
- Experience in training administration.
- Experience maintaining spreadsheets, records and databases.
- Experience using CRM, finance, training or project management systems.
- Experience working across different departments or areas of a business.
- Previous experience coordinating tasks or activities involving multiple people.
- An interest in developing a broader understanding of business operations.

Business Administrator Role Pack

Interested?

We'd love to hear from you.

To apply, please send us your CV along with a covering letter outlining why you're interested in working for Rock Pool and what draws you to this particular role.

You can apply in one of two ways:

- By email: Send your CV and covering letter to admin@rockpool.life
- Via Indeed: Submit your CV and covering letter through our listing on Indeed

We look forward to receiving your application.

Closing Date 1st October 2026.