

Post: Project Administrator

Location: Kenburgh House, 28 Manor Row, Bradford, BD1 4QU

Responsible to: Community Companions Project Coordinator

Responsible for: N/a

Hours: 7.5 hours to be worked as one full day or two half days - to

be agreed with Community Companions Project Coordinator

Salary: £17,000 per annum pro-rata (£3,400 pro rata)

Closing date: 1pm Monday 22nd June 2020

Interview date: Tuesday 30th June 2020 (between 9am-5pm)

**Purpose of the post**

To provide general administrative support to the Community Companions Project Coordinator to ensure that project operations are maintained in an effective, up-to-date and accurate manner.

**Key duties**

* To warmly receive all of our visitors to Mind in Bradford.
* To manage calls relating to Community Companions, and deal with enquiries in a calm and professional manner.
* To provide administration support to all aspects of the business based on need including but not limited to :
  + supporting the management of the organisational diary and all other messages and information received.
  + inputting data accurately onto data bases, pulling reports, sending out and collating feedback, writing and sending out letters/ cards.
  + assisting in the maintenance of data bases, being aware of, and ensuring adherence to data protection law.
  + maintaining and improving the efficiency of current filing systems.
  + scanning, photocopying and pack preparation for Volunteer Coordinator
  + researching activities in the local area, collating on excel, ensuring it is up to date monthly.
  + liaising with printers, organising print of leaflets/ posters and delivery, plus distribution of these locally (may include being out in the community)
* To undertake all other tasks required, commensurate with the grade of this post.
* Complete mandatory training related to the role
* Work in alignment with the aims, objectives, and core values of Mind in Bradford
* Be familiar with the Mind in Bradford ‘Code of Conduct’ and ensure that it is followed at all times both by staff, volunteers and clients.
* To take responsibility, with colleagues, for ensuring that all Health and Safety, Safeguarding, Information Gathering and Equality & Diversity requirements are met and all other Company policies complied with.
* Ensure understanding of and compliance with all Mind in Bradford policies and procedures.
* Work in alignment with the aims, objectives, and core values of Mind in Bradford.
* Undertake any other reasonable duties or tasks deemed necessary by the senior management team.

It is Mind in Bradford’s policy to make reasonable adjustments to enable those with disabilities to undertake the above.

**Our organisation**

Mind in Bradford is a registered charity with a clear purpose to promote mental wellbeing and empower and help people experiencing mental health problems to manage and work towards recovery and fulfilment. We do this through:

* Building community and individual resilience for better mental wellbeing
* Providing early intervention advice and support
* Supporting people in crisis
* Empowering and helping people to recover and sustain improved wellbeing.

**Our values**

Our team is committed to five values which underpin everything we do:

**Partnership -** We work in collaboration with national Mind colleagues, commissioners, and fellow service providers to make the biggest positive difference to the largest amount of people possible.

**Inclusivity** - We reach out to and welcome the diverse communities we serve, providing a hopeful, helpful, caring and safe environment for all who need it.

**Empowerment** - We value and respect each individual, empowering, encouraging and helping those who use our services to regain greater control over their lives.

**Excellence -** We evidence and understand the outcomes and benefits we deliver, and continuously look to improve and innovate with input from those who use, commission and review our services.

**Responsibility** - Raising money responsibly, spending it wisely, and taking responsibility for maximizing the positive impact we make.

**Person Specification**

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| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| **QUALIFICATIONS** | * A minimum of 5 GCSE’s (or equivalent) grades A-C – must include English and ICT) | * Evidence of ongoing   professional development |
| **EXPERIENCE** | * Experience of working in   in a busy and demanding  office environment   * Reception and telephone   work   * Working as part of a team * Utilising databases * Knowledge of office   systems and procedures   * Experience of diary   management and  appointment booking  using manual and  computerised systems   * Good IT Skills, including   the ability to use Outlook,  Word, Excel, PowerPoint  and Excel | * Experience of successfully   interacting with people who  present challenging  behaviour   * Experience working within a   third sector setting   * Personal experience of   mental health difficulties  oneself or as a family  member or carer   * Petty cash and finance   systems |
| **SKILLS** | * Confident and successful use   of IT systems and packages,  including Microsoft Office  (Excel, Word, PowerPoint,  Outlook)   * Excellent administrative and   organisational skills   * Able to work well under   pressure and to a  consistently high standard   * Excellent communication and   customer care skills (written  and verbal)   * The ability to multitask,   prioritise and switch tasks as  necessary   * Ability to work efficiently and   make good use of time and  resources.   * Able to pay attention to detail   and accurately record and  communicate information   * Ability to maintain a high level   of confidentiality and  discretion at all times. | * Evidenced experience of   using own initiative to create  solutions   * Able to take the initiative and   problem-solve   * Able to minute/take notes at   meetings   * Able to support and supervise   admin volunteers   * Good numeracy skills and the   ability to administer a petty  cash system |
| **KNOWLEDGE** | * Your own support and   development needs   * Handling confidential   information in an  administrative setting   * Anti-discriminatory practice   and promoting diversity | * GDPR compliance * General knowledge of   mental health and well-being |
| **ATTITUDE AND PERSONAL ATTRIBUTES** | * Inclusive approach which   welcomes and relates to  people from many different  backgrounds   * Positive attitude towards   those with mental health  difficulties and are able to  respect and value people  unconditionally.   * Patient, resilient and able to   cope with pressure to meet  deadlines   * Exceptional listening, verbal   and written communication  skills   * Able to take the initiative, be   creative, proactive and  flexible   * A professional approach to all   duties   * Understanding of and   commitment to equal  opportunities and diversity.   * Self-motivated and   enthusiastic approach.   * Commitment to providing   person centred services.   * Understanding that mental   health difficulties are a  natural part of life.   * Ability to build and maintain   relationships at all levels.   * Healthy and secure personal   boundaries   * Understanding of and   commitment to the Mind in  Bradford values of  Partnership, Inclusivity,  Empowerment, Excellence  and Responsibility. |  |