

Post: Administrator – Fixed Term to end 31st March 2021

Location: Bradford

Responsible to: Office Manager

Responsible for: N/A

Salary: £9.30 per hour pro-rata

**Purpose of the post**

To assist the Office Manager and fulfil the role of frontline communicator with clients, enquiries and visitors to HQ. To provide general administrative support to ensure that daily operations are maintained in an effective, up-to-date and accurate manner.

 **Key duties**

* To warmly receive all of our visitors and attend to their individual needs as appropriate.
* To manage incoming calls, and deal with enquiries in a calm and professional manner.
* To ensure that the office is clean, tidy and a suitable environment for all staff, visitors and clients.
* 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.
	+ 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.
	+ Photocopying and pack preparation for managers.
	+ Stock control of cleaning material and office supplies.
	+ Health and Safety compliance checks.
* Be familiar with the Mind in Bradford ‘Code of Conduct’ and to ensure that it is followed at all times both by staff, volunteers and clients.
* Participate in individual and group supervision and internal/ external staff development and training.
* To take responsibility, with colleagues, for ensuring that all Health and Safety requirements are met and other Company all policies complied with.
* Ensure understanding of and compliance with all Mind in Bradford policies and procedures.
* Complete mandatory training related to the role.
* Work in alignment with the aims, objectives, and core values of Mind in Bradford.

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
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| **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
 | * 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
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| **SKILLS** | * Confident and successful use of IT systems and packages, including Microsoft Office (Excel, Word, PowerPoint, Outlook, One Drive)
* 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
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| **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
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| **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
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