

Post: Administrator

Location: Bradford

Responsible to: Office Manager

Responsible for: n/a

**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 and signposting to relevant organisations and departments where necessary.
* 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 GDPR.
	+ Supporting taking bookings and screenings for Wellbeing Sessions.
	+ Maintaining and improving the efficiency of current filing systems.
	+ Photocopying and pack preparation for managers.
	+ Stock control of cleaning material and office supplies and leaflets
	+ Health and Safety compliance checks.
	+ Sort and manage post
	+ Ensure that Client Registration forms are collated and recorded accurately.
* Participate in individual and group supervision and internal/external staff development and training related to the role.
* Complete Mandatory Training related to the role.
* Actively support and promote all aspects of the service and enhance the public image of Mind in Bradford, including supporting promotional events and fundraising
* Work in alignment with the policies, aims, objectives and values of Mind in Bradford
* Be familiar with and take responsibility, with colleagues, for ensuring compliance with Health and Safety requirements
* Take responsibility for ensuring Safeguarding, Information Governance and Equality & Diversity requirements, and all other company policies are Complied with and seek to improve these where possible.
* 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.
* Perform any other duties from time to time that may be reasonably required to ensure the smooth running of Mind in Bradford.

**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**

We will live our values through our behaviours – as key principles we are committed to:

**Caring Always -** Be kind and compassionate. Listen to and value people

**Working Together** – Working together for a shared purpose. Wort together to make the biggest positive difference.

**Supporting Everyone** – Understand, celebrate uniqueness and respect all. Reach out engage and help people feel safe.

**Enabling All –** Making things possible. Give hope and resources to make positive change.

**Improving Continually** – Making the biggest positive difference. Listen and be creative to make the biggest positive difference.

# Our 2021 Service Offers

Community Companions – a volunteer befriending project offering weekly social contact with a Mind in Bradford volunteer to adults living in Baildon and Bradford Central locality. This service is aimed at tackling isolation, anxiety and low mood.

Extended Access – Our Recovery Workers offer 1-1 support to individuals aged 11 or over in GP surgeries across Bradford District. Appointments are available weekday evenings.

Guide-Line – an all age telephone and live chat support service delivered by trained staff and volunteers from 12pm – 12am every day.

Hearing Voices – We are Bradford’s first Maastricht interview centre, offering an innovative way of finding strategies to cope with hearing voices via 1-1 sessions with our Maastricht trained practitioners. Our Wellbeing Practitioners also facilitate groups focussed on peer support and psycho-education for people who hear voices

Know Your Mind – Our Community Wellbeing Workers support young people aged 8 to 25 in Bradford Central who are experiencing mental health problems across education, community and youth offending settings. We offer 1-1 and group sessions and enhance local support by upskilling and supporting existing and emerging community groups.

Sanctuary – an evening safe space service open from 6pm to 1am every night for those in mental health crisis. Our Crisis Workers offer 1-1 support face to face or over the phone and provide an appropriate, non-clinical diversion from hospital admission.

Severe Mental Illness (SMI) and Physical Health Checks – a system wide programme to help people living with SMI to access annual physical health checks and access interventions to meet their physical health needs.

Training – a suite of training courses for partners and businesses to help improve wellbeing in the workplace.

Wellbeing – accessible groups facilitated by our Wellbeing Practitioners, which help people with recovery by learning coping strategies, boosting self-esteem and making new friends.

WISHH – A social prescribing service offering 1-1 support to adults and young people aged 10+, who are experiencing mild to moderate mental and emotional wellbeing issues. The service is based in the Windhill, Idle and Saltaire Happy & Healthy (WISHH) community partnership, and is available to patients registered at any of the WISHH GP surgeries.

**Person Specification**

|  |  |  |
| --- | --- | --- |
| **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** | * Minimum of 2 years’ experience of working in in a busy and demanding office environment
* Establishing and managing an effective and efficient administrative support to a team with varying needs and demands
* Experience of successfully interacting with people who present challenging behaviour
* Reception and telephone work
* Working as part of a team
* Utilising databases
* Petty cash and finance systems
* Knowledge of office systems and procedures
* Experience of diary management and appointment booking using manual and computerised systems
* Experience of minute taking and the production of accurate records
 | * Experience of gathering information for tenders and other funding bids
* Experience working within a third sector setting
* Personal experience of mental health difficulties oneself or as a family member or carer
* Supporting and supervising volunteers
 |
| **SKILLS** | * Confident and successful use of IT systems and packages, including Microsoft Office (Excel, Word, PowerPoint, Outlook)
* Excellent administrative and organisational skills
* Able to take the initiative and problem-solve
* Able to work well under pressure and to a consistently high standard
* Evidenced experience of using own initiative to create solutions
* Able to minute/take notes at meetings
* Able to support and supervise admin volunteers
* Excellent communication and customer care skills (written and verbal)
* Good numeracy skills and the ability to administer a petty cash system
* The ability to multitask, prioritise and switch tasks as necessary
* Ability to work efficiently and make good use of time and resources.
 |  |
| **KNOWLEDGE** | * Your own support and development needs
* Handling confidential information in an administrative setting
* Anti-discriminatory practice and promoting diversity
* GDPR compliance
 | * Health and safety regulations appropriate to an organisation of this size
* HR policy and practice
* 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
 |  |