



Post:	Administrator
Hours:	20 hours, Mon to Friday 9am – 1pm
Salary:	£16,000 - £17,000 per annum (pro rata £8,648 - £9,189)
Location:	Kenburgh House
Responsible to:	Senior Administrator
Annual leave:	25 days (Pro rata)
Pension:	We operate a contributory pension scheme which you will be auto-enrolled into (subject to the conditions of the scheme)
Probationary Period:	6 months
Closing:	12 noon 25 th January 2019
Interview:	6 th February 2019

Mind in Bradford

Mind in Bradford is a registered charity and has a Board of Trustees (The Board) which is legally accountable for the activities of the organisation.

Our purpose (why we exist): is to promote mental wellbeing and empower and help people experiencing mental health problems to manage and work towards recovery and fulfilment.

Our mission (what we do):

- We build community and individual resilience for better mental wellbeing
- We provide early intervention advice and support
- We support people in crisis
- We empower and help people to recover and sustain improved wellbeing

The Board is responsible for governance (steering and accounting for the organisation) whilst day to day management functions (getting things done) are delegated through the Chief Executive to employees within the organisation.

Purpose of the post

To assist the Senior Administrator fulfill 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.

Main duties and responsibilities

- 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.
- To undertake all other tasks required, commensurate with the grade of this post.

Organisational

- 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 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 workers with disabilities to undertake the above.

Senior Administrator - Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • A minimum of 5 GCSE's (or equivalent) grades A-C – must include English and ICT) 	<ul style="list-style-type: none"> • Evidence of ongoing professional development
Experience	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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 and Abilities	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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

	<ul style="list-style-type: none"> • Ability to maintain a high level of confidentiality and discretion at all times. 	
Knowledge of	<ul style="list-style-type: none"> • Your own support and development needs • Handling confidential information in an administrative setting • Anti-discriminatory practice and promoting diversity 	<ul style="list-style-type: none"> • GDPR compliance • General knowledge of mental health and well-being
Attitudes and Personal Attributes	<ul style="list-style-type: none"> • 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 	

January 2019