



Admin Assistant /Receptionist

 **Mind Teesside**

WELCOME

Thank you for your interest in our organisation. Teesside Mind has been working in local communities to improve mental health and wellbeing for over 25 years. The environment in which we operate has changed hugely over this time, and mental health has never been as well understood.

However, government-funded services still aren't available for everyone who needs them, and some people are less well served than others. Young people and people affected by discrimination and poverty find it most difficult to get help. Our work won't stop until this has changed. There's much more we need to do, and that's why we're expanding our team.



Ours is a vibrant organisation to work for and our staff are our most important asset. Our values and our skills are equally important. We are compassionate, trustworthy and determined. We use evidence-based interventions, backed up by policies, training and clinical support to help people lead full and happy lives.

I hope you'll be interested in joining us once you've read this pack.

Emma Howitt
Chief Executive Officer

ABOUT THE ROLE

Are you ready to join an organisation that strives to make a difference for people with mental health issues? Teesside Mind is the leading local mental health charity on Teesside.

This is an exciting time to join Teesside Mind's busy admin team. As part of our current organisational growth, we are expanding our admin/reception team and are looking for suitably qualified and experienced people to provide a welcoming and efficient front-line service. As the first point of contact for Teesside Mind, you will create an excellent first impression and demonstrate a positive image and understanding of mental health issues.

We are looking for well-organised and highly motivated people with the ability to communicate effectively both verbally and in writing, as well as the ability to prioritise tasks and use their own initiative to make decisions.

In return, we can offer you flexible working, a generous holiday allowance (26 days including Bank Holidays (FTE) when you start), free parking, company sick pay, training and development, high street discounts, a pension scheme and access to wellbeing advice and support for you and your family.

If you think you are the right candidate for this role, please complete this application form.

OUR VALUES

CARING

We genuinely care about local people and the work that we do. We treat people with respect and dignity.

WELCOMING

When people come to us for support, our response is warm and welcoming. Our staff and volunteers are helpful and friendly. We don't judge people.

TRUSTWORTHY

People trust us with their personal stories. We appreciate this isn't easy and are grateful for people's confidence in us. We take confidentiality very seriously.

DETERMINED

We are committed to finding the best support for local people. We can tailor our services to meet their needs as we know finding help for mental health issues can be difficult. If we can't help then we'll find the right support from other local organisations.

PROFESSIONAL

All our staff and volunteers are skilled in the work they do and are supported by us. We're constantly working to ensure our environment is safe and beneficial to you.



Job purpose

To work across Teesside Mind's building based in Middlesbrough providing an excellent administrative and reception service.

Main Responsibilities

1. To deal with enquiries made by phone and face-to-face from the public, service users and professionals. To provide information about Mind services and those of other organisations. To provide an initial caring response to any distressed callers and involve colleagues as appropriate.
2. To receive visitors into the buildings and ensure they are responded to appropriately.
3. To be responsible for good organisation of reception and administration areas, including, for example, maintaining and replenishing essential stocks such as service leaflets and forms.
4. To be responsible for and undertake admin tasks across the organisation as required, including, but not limited to, co-ordinating room bookings, processing post, ordering goods and supplies, photocopying, mailings, filing, amending paperwork, taking minutes, booking venues, supporting meetings and events, tasks to support finance including petty cash etc

Main Responsibilities (Continued)

5. To provide admin support to our projects and services as directed. Admin support includes (but is not limited to) accurate data entry, contacting clients or professionals, preparing and sending documentation.
6. To support the collection of information about Mind's activities using our databases, by inputting information and running reports as required.
7. To respond appropriately to requests for admin support from Senior Managers and provide admin support to specific projects as agreed.
8. To provide support and recognition to volunteers working in the admin team as agreed.
9. To take an active role in maintaining health and safety across buildings. To actively contribute to staff safety procedures. To report any maintenance issues to the Office Manager.
10. To undertake other tasks commensurate with the position as required.
11. To work within the policies and procedures of Teesside Mind at all times.
12. To take part in support and supervision as required.
13. To take part in training and professional development activities as required.



Person Specification – Admin Assistant/Receptionist

Requirements	Essential/Desirable
<p>Qualifications/accreditation</p> <ul style="list-style-type: none"> • Maths and English GCSE – Grade C minimum (or equivalent) • A relevant admin qualification to NVQ level 3 • First Aid 	<p>Essential Essential Desirable</p>
<p>Experience</p> <ul style="list-style-type: none"> • Minimum of 2 years' experience of administrative work in a busy office environment • Minimum of 2 years' experience of reception/working with the public including people who may be distressed • Setting up and maintaining effective office systems • Working independently and with limited direct supervision • Direct personal experience of mental distress, either as a user of services, through self-management or as a carer 	<p>Essential Essential Essential Essential Desirable</p>
<p>Knowledge</p> <ul style="list-style-type: none"> • Voluntary and community sector organisations 	<p>Desirable</p>
<p>Skills</p> <ul style="list-style-type: none"> • Administration • Verbal and written communications • Reception and customer service, including responding calmly to individuals in distress • Professional demeanor • Accurate working and attention to detail • Ability to work independently and on own initiative • Ability to problem solve • High standard of literacy and numeracy • Organisational skills • IT literate, including Word, Excel, Email and internet • Time management, ability to work under pressure and complete tasks to deadlines • Team working • Flexible working with willingness to work in different Mind buildings and with different teams, and ability to cope with changing requirements and new tasks • Working with personal and confidential information 	<p>All essential</p>
<p>Other requirements</p> <ul style="list-style-type: none"> • With notice, able to work additional hours or swap days to cover annual leave of reception colleagues • Ability to travel independently • Positive attitude to work, energy, enthusiasm and motivation • Confidence to make contact and communicate with a wide range of people • Commitment to developing skills in line with organisation's needs • Commitment to Mind's values – including respectful, supportive and non-judgmental • Commitment to working within Mind's policies and procedures 	<p>All essential</p>

Main Terms and Conditions

Responsible to:

Office & Facilities Manager

Hours:

16.5 hours 9 – 2.30 Monday to Wednesday

Term:

Permanent

Salary:

The full-time salary for this role is £22,837.32 per annum, with a pro rata part-time salary of £10,323.72 per annum. A contributory pension scheme is also available.

Holidays:

Starting at 26 days per annum plus public holidays pro rata

Disclosure:

This position is subject to Teesside Mind's policies on the Safeguarding of Children and Young People, the Safeguarding of Vulnerable Adults, an enhanced DBS check and rechecked every three years.



How to apply

If you would like to find out more about this opportunity email lauren.wilson@teessidemind.org.uk or julie.evans@teessidemind.org.uk

To apply please complete our online application form

The closing date is 17th March at 12 noon

Interview dates will be agreed with successful applicants