

INFORMATION PACK

**Office and Facilities
Manager**



WELCOME

Thank you for your interest in our organisation and this role.

We are the leading mental health charity on Teesside. We employ around 160 staff and 50 volunteers, located in our bases across the Teesside area, out and about in our communities, at community venues and working from home.

We deliver 17 different services to people across Teesside through our community services per. We are determined to offer the best quality of support and service at all times.



Our admin and reception team provides valuable support to our staff and volunteers and a welcoming and professional reception and customer focused service to people contacting and visiting our Lothian Road base.

As our organisation grows and responds to the needs of people in Teesside, the demands on the admin and reception team grow and change too.

We want our new office and facilities manager to work with the team to harness the great work that the team already does and develop new ways of working, including looking at how we can use technology to meet the needs of our staff, volunteers, people contacting the organisation and visitors.

If you think you have the skills, experience and personal qualities to lead our admin and reception team in their busy and valuable work then we'd love to hear from you.

If you have skills and experience in Facilities Management and Health and Safety, your interest will be particularly welcomed.

Teesside Mind provides support & supervision, peer reflection through action learning sets, wellbeing time, access to an Employee Assistance Programme and generous annual leave entitlement of 26 days rising to 32 plus bank holidays.

Teesside Mind is a great place to work and if you want to join a warm, professional team who cares about the wellbeing of local people then this could be the place for you.

Emma Howitt
Chief Executive Officer

OUR VALUES

CARING

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

WELCOMING

It can be difficult to ask for help and there is still much stigma associated with mental health. 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 where needed.

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.



We support Maggie with her mental health recovery

'I now feel like there may be a light at the end of a very dark tunnel. All I have ever wanted is to be listened to in regards to my mental health. Finally, I am being heard. The months we have worked together, gave me hope, coping mechanisms, advice and ultimately got me what I have always wanted - a diagnosis (from secondary services).'

JOB PURPOSE

- To ensure the effective delivery of professional and welcoming reception and administration services at Teesside Mind.
 - To have operational management responsibility for building management and health and safety matters (related to building based services).
 - To support the Trustees and senior leadership team in ensuring that the organisation complies with its health and safety obligations.
 - To manage the provision of equipment and resources to staff and volunteers including IT equipment, IT support, telephone, stationery etc in line with the budget and supplier contracts in place.
5. Work with the finance manager to ensure value for money and regularly review ICT and building-related contracts.
 6. Deliver effective line management, support, and performance management of admin/reception admin supervisors and volunteers.
 7. Ensure the admin supervisors proactively recruit and support volunteers into the admin and reception team, creating a welcoming environment that provides opportunity for volunteer skills and personal development.
 8. Coordinate and oversee minute-taking services for meetings as required, including Trustees meetings.
 9. Provide administrative support to the Chief Executive and Senior Leadership Team on an ad hoc basis, including drafting letters, organising meetings, and handling confidential information.

MAIN DUTIES AND RESPONSIBILITIES

Reception and Administration

1. Line manage the admin supervisors and guide, coach, and manage the reception/admin team to deliver a welcoming, professional, and effective reception and administration service.
2. Lead the recruitment, induction, and ongoing support and supervision of administration and reception staff and volunteers.
3. Work with the admin supervisors to ensure systems are fit for purpose, setting up new systems where required, including ongoing and ad hoc admin support to discrete teams and services.
4. Develop relationships with suppliers to ensure value for money on all purchases, authorising spend within the department's budget and ensuring all purchase requests that go through admin are authorised.

ICT and Information Governance

1. Lead on the operational delivery of ICT projects for example implementing practical elements of a change to providers, introduction of new software, equipment and contracts needed for new services, maintaining equipment stock and organising replacements and repairs
2. Liaise with our ICT support providers to resolve staff and organisational ICT issues in line with the IT support contract.
3. Provide support and basic training for staff and volunteers on using ICT applications as needed, including Microsoft Office and Outlook.
4. Assist the Senior Leadership Team in meeting data security and information governance requirements.

Estates Management

1. Manage and support the caretaker and cleaner employed by Middlesbrough Borough Council.
2. Liaise with cleaning and maintenance services, with support from admin supervisors, to ensure the office is clean, tidy, well-maintained, and safe.
3. Organise maintenance and repair work as needed, with support from admin supervisors.
4. Contribute to discussions on the estates strategy with the Senior Leadership Team.
5. Work alongside SLT to support plans to lease additional properties or end leases, including liaising with surveyors and other contracts
6. Manage the relationship with TM's Housing Management Agent and ensure their service is provided in line with our contract.

Health and Safety

1. Lead on building and office-related health and safety issues, updating policies and procedures, conducting and reviewing risk assessments, and implementing control measures and testing as needed.
2. Participate in the Health & Safety sub-group, supporting meetings, contributing to the agenda, and reporting on building and staff/volunteer-related issues and incidents.
3. Collaborate with the Health & Safety sub-group to identify actions, advance Health and Safety plans, and monitor and report on progress and incidents.
4. Provide induction training on building-related health and safety for all new staff and volunteers, with support from admin supervisors, and assist staff in maintaining safe workplaces.
5. Contribute to fostering an environment and culture that enhances health, safety, and security.

Other tasks

1. Prioritise and manage own work and that of the team.
2. Undertake other tasks commensurate with the position as required.
3. Work within the policies and procedures of Teesside Mind at all times.
4. Contribute to promoting mental health and wellbeing with staff, volunteers and service users.
5. Take part in support and supervision as required.
6. Take part in training and professional development activities as required.



Person specification

This document sets out the skills and experience required for this post and will be used for shortlisting and interviewing candidates.

All essential unless indicated (D)

Qualification

- Relevant training to NVQ level 3 or equivalent
 - IOSH Managing Safely qualification or willingness to undertake
 - First Aid qualification or willingness to undertake
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Experience

- Experience of managing an admin and reception team
 - Significant experience of administrative work
 - People management experience
 - Setting up and maintaining office systems
 - Working with and supporting volunteers (D)
 - Using Microsoft 365 in a workplace
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Knowledge

- Voluntary sector (D)
 - Health and Safety (D)
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Skills

- High standard of literacy and numeracy
- Ability to work under pressure and prioritise tasks
- Ability to work independently and on own initiative

- Communication
 - Customer service
 - Problem solving and sound decision making
 - Careful and accurate working
 - Capability and confidence in using Microsoft 365 in an office environment
 - Minute taking
 - Team working
 - Flexible working
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Other personal qualities

- Respectful, supportive and non-judgmental approach to the people who access Mind for information or services
- Energy, enthusiasm and motivation
- Commitment to confidentiality and data protection requirements
- Commitment to Teesside Mind's values
- Commitment to Equality and Diversity
- Commitment to working within Teesside Mind's policies and procedures
- Willingness to work flexibly and undertake different tasks as required
- Able to travel independently to all Mind locations and to other off-site meetings or events.

Main Terms and Conditions

Job Title:

People Manager

Responsible to:

Operations Manager

Hours:

25 to 32 hours per week

Salary:

£29,878.33 - £32,149.33 per annum pro rata depending upon skills, qualifications and experience, plus 3% employer pension contribution.

Term:

Permanent

Holidays:

Starting at 26 days per annum pro rata plus public holidays.

Disclosure:

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

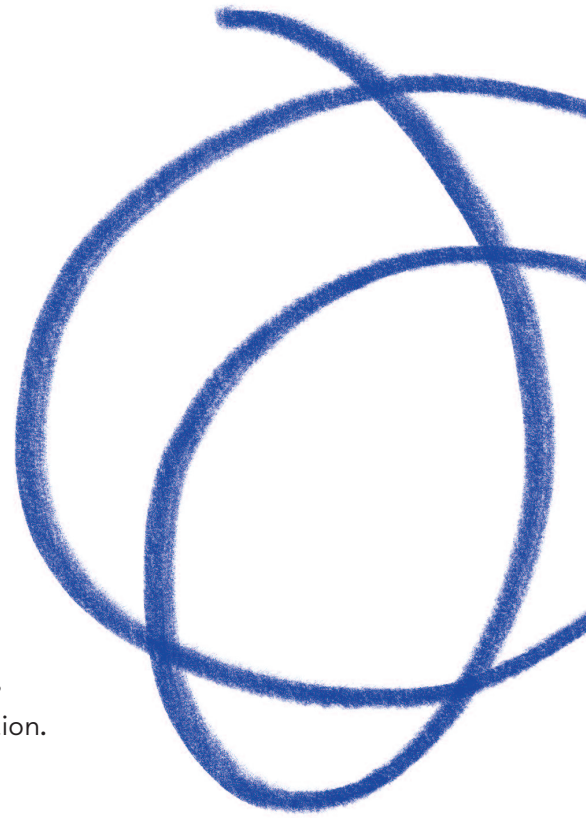
How to Apply

If you would like to find out more about this opportunity, please call 01642 257020 to speak to Kerry Robinson or Email: kerry.robinson@teessidemind.org.uk

Please complete the application form which you can download from our website.

Interview dates: 25th and 26th March.

**Closing date for applications:
17 March 2025 by 12 noon**



INFORMATION PACK

Office and Facilities Manager



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