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| Job title: | Administrator |
| Service: | Central Administration |
| Responsible to: | Administration & Personnel Manager |
| Location | Royal Borough of Kensington & Chelsea |
| Salary Range: | £24,432 - £25,419 |
| Hours: | 37.5 hours per week  Core hours: Monday to Friday 9am to 5.30  30 minutes break for lunch. |
| Probation: | 6 months |
| Pension: | K&C Mind operate a NEST contributory pension scheme that staff are automatically enrolled on to, with a contribution of 4%. There is a 1 month opt out period. After successful probationary period Mind will match contributions up to 6% |
| Annual leave: | 25 – 31 days annual leave, depending on length of service, plus bank holidays  TOIL will be given for any additional hours worked. |
| Support: | Supervision and reflective practice  Automatic enrolment in Employee Assistance Programme |
| Date of issue:  April 2022 | This job description may change to meet the needs of the service. The postholder will be fully consulted about any changes or developments. |

**Purpose**

To work with the Administration and Personnel Manager to ensure effective administrative systems are in place to support the smooth running of the organisation.

**Key responsibilities**

**General Administration**

* Provide front of house reception and telephone support
* Work with the Administration and Personnel Manager, to provide an excellent standard of administration support to all Mind services
* Support the Administration and Personnel Manager to manage the organisation’s recruitment, induction and HR processes
* Support the Administration and Personnel Manager to maintain staff records, including emergency contact
* Carry out general administration tasks, as required for the Director and Senior Management Team
* Organise, service and minute all Mind business and team meetings, (digital and face to face)
* Maintain the organisation’s membership data
* Keeping up to date records and maintain clear and accessible information
* Deal with general correspondence and queries by phone and by email
* Support the project teams with specific administration tasks, as required
* Manage ad-hoc office-related and building projects as required
* Coordinate repairs. contractors and maintenance contractors across all services
* Take on other administration tasks, as and when required

**IT, Phone and Equipment**

* Manage the relationship with the IT, telephone (mobile and landline) and photocopier contract companies and support staff to resolve any difficulties
* Support new staff to set up new laptops
* Liaise with NHS providers, regarding access to NHS systems
* Set up new staff with Microsoft 365 accounts and email addresses and cancel Microsoft 365 accounts and email addresses of leavers
* Maintain a staff extension phone list and business mobile phone list
* Keep an up-to-date audit log of all mobile phones, landline phones, IT equipment and photocopiers issued to staff

**Health and safety**

* Work closely with the Administration and Personnel Manager to manage the health and safety administration for the organisation, ensuring that project health and safety checks are completed and filed centrally
* Liaise with project staff and landlords to ensure that yearly health and safety and fire risk assessments are carried out.
* Support the Senior Staff Team to ensure that all actions highlighted in risk assessments are implemented
* Liaise with project staff to ensure that all fire alarms, panic alarms and fire extinguishers are in good working order and are tested weekly
* Ensure that fire evacuation tests with staff are done at least three times per year and a report is completed and filed
* Be a First Aider and Fire Warden (training will be provided) and ensure training is up to date. Organise other staff to be Fire Wardens
* Ensure building orientations are carried out with new starters, highlighting fire exits and evacuation processes, assembly points etc. Follow the induction process

**Maintenance and cleaning**

* Make weekly checks on all areas of the office to ensure that everything is in good working order
* Arrange for tradesmen – including plumbers, electricians, pest control, PAT Testing engineer - to attend the office and other Mind sites, as required
* Manage the relationship with the cleaning company
* Ensure that cleaning is carried out to a high standard and as agreed in the contracted.
* Liaise with the cleaning company to ensure that fridges are defrosted, cleaned and microwaves are regularly cleaned on a regular basis

**Maintaining stock**

* Order supplies - refreshments, toiletries, stationery, equipment, key fobs and cutting of new keys and any other items when necessary and within budget
* Keep a track of milk, tea and coffee and ensure a good stock
* Maintain the stationery, leaflets and stock to ensure there are enough supplies

**Personal organisation**

* Be self-servicing in day-to-day administration tasks.
* To engage in supervision with the Administration and Personnel Manager
* Engage in personal appraisal training and personal development
* Be willing to work outside normal working hours, when necessary
* Take on projects as and when needed to support or develop the organisation

**Training**

To attend mandatory training, including but not limited to:

* Health and Safety
* First Aid
* Mental Health First Aid
* Equality, Diversity and Inclusion
* Data protection and GDPR

**Professional responsibilities of all Kensington and Chelsea Mind posts:**

**Mission and values**

* To be committed to improving the lives of people with lived experience of mental health problems
* To be committed to achieving the best outcomes for services users and carers
* To promote a positive and professional image of Mind’s mission, values and services at all times
* To promote equality and challenge all forms of discrimination.
* To promote user involvement and co-production in all that we do
* To promote and facilitate an ethos of recovery, growth and independence in all services and activities
* To contribute to the creation of a diverse working environment where people are valued and can grow and thrive
* To be welcoming and inclusive to people who use and work in Mind services

**Operations**

* To adhere to Mind’s staff Code of Conduct
* To adhere to Mind’s policies and procedures to guide working practice, fulfil professional responsibilities and demonstrate professional boundaries
* To work individually and collectively to ensure that the objectives of the Charity and services are achieved
* To keep informed about mental health trends and best practice models and particular specialisms
* To observe good health and safety practice throughout the organisation, in respect of individuals, premises, safe working practices, lone working and emergency procedures
* To be aware, responsive and proactive, in respect of Mind’s duty of care and the safeguarding of vulnerable adults
* To implement Mind’s Mental Health Risk Assessment and Risk
* To maintain confidentiality and ensure that all information storage and information sharing is processed in compliance with the Data Protection Act GDPR (2018)
* To prioritise, work-plan, organise, monitor and deliver work to agreed standards and deadlines
* To deliver services, meet targets and deliver performance outcomes in line with Mind service contracts, agreements, service specifications, quality standards and individual job descriptions
* To attend and participate in Mind staff meetings, supervision and reflective practice
* To represent your service at external meetings, as agreed by the line manager
* To plan and manage budget resources, within delegated budget authority
* To motivate, lead and manage our workforce of staff and volunteers, where appropriate
* To work with all stakeholders in a professional, confidential, respectful and boundaried manner
* To work independently and as part of a team
* To contribute to the development of services and the wider aims and objectives of the Charity or service
* To demonstrate excellent interpersonal and communication skills
* To use initiative and engage in constructive problem-solving skills to achieve positive solutions
* To engage in opportunities for continuous professional development
* To be aware of and utilise Mind’s confidential Employee Assistance Programme, if required
* To be a constructive, trustworthy and supportive colleague
* To be aware of Mind’s Whistleblowing Policy

**Person Specification for Administrator**

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| **Education** | Educated to A level and desirable degree level |
| **Attributes** | Committed to improving the lives of people living with mental illness  Motivated to produce excellent standards of work and achieve the best outcomes for service users and carers  Proactive, goal orientated, and outcomes focused  Flexible and open to learning and development |
| **Experience** | Excellent experience in an administration role  Excellent IT and database skills, including CRM and HR systems  Good verbal and written communication skills  Experience of minute taking and servicing meetings  Experience of drafting letters and working with spreadsheets  Experience of working with confidential and sensitive information  Experience of interacting and liaising with a variety of people in a diverse environment  Successful track record of working with colleagues in order to achieve common goals |
| **Skills and Abilities** | Strong organisation and planning skills to be able to prioritise and manage diverse and multiple projects and work  Able to build a rapport and establish professional relationships with others based on trust and understanding  Ability to work under own initiative and as a member of a team  Able to build a rapport and establish professional relationships with colleagues based on trust and understanding  Has a strong work ethic and is committed to a high standard of work  A can-do attitude to solving problems with openness to learning  Be adaptable, flexible and able to work in the ever-changing context of an organisation  High level Microsoft Office skills |
| **Desirable** | Experience of working in the charity sector  Lived experience of mental health problems  First aider  Knowledge of health and safety regulations |