



Recruitment Pack
Administrative Worker
April 2019

Thank you for your interest in working with Lancashire Mind

Who are we?

Our vision is *Mental Wellbeing for All*. Our work enables people in Lancashire to value and take care of their mental health. Our dedicated team challenge misconceptions about mental health, develop resilience in people from an early age and work with communities to build a happier Lancashire.

We are more than a mental health charity.

We're a passionate movement leading the wellbeing revolution in Lancashire.

We work in partnership with others to provide support, raise awareness and campaign locally to make mental wellbeing a priority. We believe that prevention is the solution, that everyone can achieve mental wellbeing and that resilience is the key to sustaining it.

With 50% of mental health conditions developing before the age of 14, building resilience from an early age is central to the work we do.

At any one time, 1 in 4 people in Lancashire are living with a mental health condition. The vast majority play an active role in society with a significant proportion in active employment. However, we continue to work to ensure everyone experiencing a mental health condition is treated as an equal by society.

We raise awareness of mental health and wellbeing and the ways in which we can all take steps to improve our wellbeing through our Community Development Services. We work with people to manage and improve their mental health through our Tenancy Management and

Wellbeing Coaching services, adopting a joined-up approach with other services.

We work with businesses across Lancashire to provide effective workforce training to improve resilience and mental wellbeing and to reduce the impact of stress and mental health conditions in the workplace.

Everyone who works for Lancashire Mind is fuelled by a passionate belief that achieving mental wellbeing will reduce the occurrences of mental health conditions. Using this passion, we are creating a happier Lancashire by sharing simple steps to improve wellbeing.

Together we can make Lancashire the beacon county for mental wellbeing and ensure everyone experiencing a mental health condition is treated as an equal member of society.

The service

We are at a key point in the development of services for which additional administrative support is required.

Training Service: Lancashire Mind has a wealth of experience in providing mental health and wellbeing training to a wide range of organisations across Lancashire. Customers include small local organisations, public sector organisations and larger corporate businesses. Tailored to meet the needs of participants, the training service provides high quality training that aims to increase awareness, knowledge and skills across workforces and within the wider community.

Community Development: the Community Development Team work across Lancashire taking an asset-based community development approach to building resilient communities. Promoting wellbeing, through the five ways to wellbeing, is a cornerstone for this team, inspiring practical activities that can remove barriers and promote positive behaviours.

The role

The Administrative Worker will join Lancashire Mind's Operations Team to provide additional capacity, initially for a 12-month period.

The post holder will contribute to the day-to-day tasks of the Team with a focus on providing support to the Training and Community Development Teams, particularly our suicide prevention training programme.

You will work closely with these two teams to support delivery, including responding to enquiries, taking bookings, preparing resources for sessions and collating feedback from participants. You will also contact and coordinate volunteers to support delivery of activities.

We seek someone who has experience of carrying out administrative tasks in a busy environment, who can manage their own workload, works well as part of a team and is a confident communicator.

You will need to be comfortable working with a wide range of stakeholders, including members of the public, people who use our services, partner organisations, delivery staff, local businesses, etc.

This is a great opportunity for someone, with an interest in mental health and a desire to help others, to contribute towards Lancashire Mind's vision of *Mental Wellbeing for All*.

What people enjoy about working with Lancashire Mind

- Challenging, varied, flexible and innovative work
- Shared passion for mental health and wellbeing

- Rewarding work - making a difference, seeing progression, a sense of achievement
- Feeling valued, listened to and supported by colleagues
- Working with people, the community, a wide range of organisations and meeting new people
- Responsibility, trust, openness and autonomy
- Opportunities to learn
- Feeling part of something revolutionary

Employee benefits

- A 35-hour working week with flexible start and finish times.
- The annual holiday entitlement for full-time members of staff is 25 days (plus 8 bank holidays).
- Lancashire Mind offer the opportunity for staff to save for their retirement by providing a workplace pension scheme.
- Staff are eligible for a company sick pay scheme after completion of probation.
- Emergency time off - we appreciate that there can be difficult times for you and your family and the organisation offers additional paid leave to support you during these times.
- All members of staff receive monthly supervision, giving you protected time each month to reflect on and plan the work you do.
- Lancashire Mind is committed to providing learning and development opportunities.
- Workplace wellbeing scheme - provided by staff champions who organise wellbeing activities and social events to support the organisation's commitment to workplace wellbeing.
- We strive to be a green organisation and take practical steps to reduce our ecological footprint.
- We reimburse the cost of standard eye tests and annual flu jabs for all staff.

Job description

Job title: Administrative Worker

Hours: full-time, 35 hours per week (12 months fixed-term contract)

Salary: NJC point 3 (£18,065) to 5 (£19,171)

Responsible to: Operations Manager

Location: based in Chorley with travel across Lancashire & South Cumbria

Overview

Under the direction of the Operations Manager, and in liaison with colleagues in the Training and Community Development Teams, the Administrative Worker will provide day-to-day support to enable the smooth running of the organisation. The Worker will provide support to staff based in the office in Chorley as well as to those who are based remotely across Lancashire.

Main duties and responsibilities

- Handle calls from people enquiring about training and/or community development activities and projects
- Monitor, respond to and distribute emails received into the organisation's generic mailboxes related to training and community development
- Organise bookings for training sessions and activities, including room and equipment bookings, distributing invites, preparing resources, collating feedback from participants and distributing certificates
- Maintain contact with customers throughout the duration of the training programme
- Day-to-day office tasks, e.g. maintaining stock cupboards, filing paperwork, photocopying, printing, dealing with incoming and outgoing post, etc.
- Enter data onto spreadsheets, forms and into the organisation's contact relationship management system
- Create posts for social media to promote the training and community development activities and respond to people who interact with us via these platforms
- Manage the training and community development team calendars to coordinate all activities and allocate to relevant staff
- Support people who volunteer with the Community Development Team, allocating tasks and ensuring they have the required resources
- Assist in the planning and delivery of Lancashire Mind's annual workplace wellbeing conference
- Attend internal and external meetings and training, where necessary
- Undertake flexible working hours, including occasional weekends and evenings
- Travel across Lancashire & South Cumbria, where necessary
- Abide by Lancashire Mind's policies and procedures
- Undertake other duties as and when deemed necessary by the Operations Manager

Person specification

We only consider inviting to interview people who show that they possess the following qualifications, skills, experiences and personal attributes. When you fill in your application form, use examples from your professional and personal life to illustrate how you fulfil all the criteria required at application stage.

	Criteria	Assessed at application (A) or interview (I)
Qualifications	At least 5 GCSE's grades C and above, including English and Maths, or equivalent and relevant experience	A
Knowledge and experience	Knowledge and understanding of the role of an operations/admin team within a business	I
	Experience of providing administrative support to a diverse staff team with a range of functions	A
	Experience of communicating with external customers, partners, suppliers, venues, etc.	A and I
	Experience of handling bookings and preparing resources for activities and events	A
	Understanding of, and experience of following organisational procedures including safeguarding, confidentiality and GDPR requirements	I
Skills, abilities and competencies	A team player with good interpersonal skills and the ability to build positive working relationships	A
	Excellent oral and written communication skills with the ability to communicate with a diverse range of people	A and I
	Excellent IT skills with the ability to use Microsoft Office 365, including Excel, and social media platforms	Test at interview
	Good time management skills with the ability to prioritise tasks and work to deadlines	I
	Able to work on own initiative, with minimum supervision	A
	Able to work flexible hours, including evenings and weekends and travel across Lancashire as required	I
Personal attributes	Committed to promoting positive mental health	A and I
	A belief in equality and a desire to help others	A
	Positive, enthusiastic and friendly attitude	I

To apply

Applications must be submitted using a Lancashire Mind job application form, which can be downloaded from our website – www.lancashiremind.org.uk/recruitment

We do not, under any circumstances, accept CV's or any other supporting document.

The deadline for applications is **Monday 20th May at 12 Noon**. Completed application forms should be emailed to admin@lancashiremind.org.uk

Late applications will not be accepted. Those who do not adequately illustrate how they fulfil the person specification will not be considered for short-listing.

Lancashire Mind is an equal opportunities employer and welcomes applications from all sections of the community, particularly candidates with a lived experience of mental health conditions who fulfil all the criteria within the person specification.

Interviews for this post are scheduled to take place on **Friday 31st May**. Please reserve this date in your diary.

If you have not heard from us by two weeks after the deadline, please assume that you have not been shortlisted on this occasion. The organisation regrets that it cannot provide feedback to unsuccessful applicants at the short-listing stage.

For more information about the post please contact Amy Sheehan Daly, Operations Manager, on 01257 231660 or email amysheehandaly@lancashiremind.org.uk

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