

Bristol Mind

35, Old Market Street

Bristol

BS2 0EZ

Tel. 0117 9800370

officecoordinator@bristolmind.org.uk

Friday 17 May 2019

Dear Applicant

Thank you for your interest in the post of General Administrator for Bristol Mind. This will initially be a 6 month fixed term post with the possibility of extending.

Please complete the attached application form and ensure you address all the points of the job description.

We are looking for someone to start as soon after interview as possible.

Closing date for applications is **midday** on **Tuesday 4th June 2019**

Interviews will take place on **Wednesday 12th June 2019**

Completed application forms should be sent by email to admin@bristolmind.org.uk or by post to the address above marked for the attention of Rebecca Morton**.**

If you would like to have an informal discussion about the post before applying please call me on 0117 980 0379

Best wishes

C.L. Farnworth

Claire Farnworth

Office Coordinator

Bristol Mind

Job Description, Person Specification and Application Form

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| JOB TITLE | General Administrator  |
| LOCATION | Bristol Mind 35 Old Market Street Bristol BS2 0EZ |
| HOURS | 26 hours per week  |
| GRADE  | NJC Scale 7 -9 (£19,554– £20,344 pro rata)  |
| RESPONSIBLE TO | Office Co-ordinator |

Job background and purpose:

Bristol Mind works towards a socially just society that promotes and sustains good mental health for all. This aim is reflected in the range of services it provides:

* An out of hours free-phone support service – MindLine and TransLine+
* Drop-in Outreach Advocacy,
* Advocacy in hospitals and forensic units,
* Information Project currently providing information and signposting by telephone email and face to face.
* Training courses including Mental Health Awareness, Suicide prevention and Mental Health First Aid
* An Independent Mental Capacity Advocacy Service (IMCA)
* Low cost counselling service – Meeting Minds
* Mind without Borders – working with refugees

Each project is run and developed by paid staff and delivered by trained and supported volunteers.

The General Administrator will be working in conjunction with these posts to ensure the effective running of the office and will contribute to developing and implementing an improved Information Project. Currently we receive general calls requesting basic information about mental health services and issues. We improve our response to these calls through training and supervision of the office based staff and volunteers.

This post is subject to satisfactory Disclosure and Barring Service (DBS) check.

Key Tasks and Responsibilities:

1. General Office Maintenance
* Answer incoming calls transferring / taking messages where appropriate
* Maintain effective filing systems
* Undertake word processing, spread sheet and data base tasks
* Monitor stocks of ‘hospitality’ items, leaflets, and stationery restocking as necessary
* Assist the Office Co-ordinator in equipment purchase and maintenance
1. Organisational Information
* Assist in production of regular newsletters and annual reports
* Assist in reproduction of publicity materials
* Assist in developing and maintaining membership database and other distribution / contact lists
* Contribute to maintaining of the Bristol Mind web site, Twitter, Facebook and Instagram accounts
1. Meeting Servicing
* Oversee booking of meeting rooms and equipment by Bristol Mind staff, trustees and outside groups
* Ensure meeting rooms are clean, welcoming and ready for use and in good order after meetings
* Provide a reception role to visitors
* Support meetings as required e.g. photocopying, minute taking.
1. Support for Projects and Trustees
* Respond to requests for administration support i.e. mail outs, photocopying, making telephone calls, filing, word-processing
* Assisting the finance officer with filing, invoicing and dealing with petty cash
* Retrieving and sending e-mails, processing payments, banking of cheques and dealing with suppliers queries
* Type up and circulate minutes and agendas
1. Information Project
* Work alongside office volunteers in responding to general telephone and email enquiries sign-posting where possible
* Contribute to the development and maintenance of information resources within Bristol Mind
* Maintain adequate stocks of National Mind publications
* Assist in monitoring and evaluation of the Information Project
1. Supporting Office Volunteers
* Work alongside the Office Co-ordinator in recruitment, induction and training of office based volunteers
* Provide day to day support to office based volunteers
* Respond to enquiries about office volunteering opportunities in conjunction with the Office and Information Project Co-ordinator
1. Additional responsibilities:
* Ensure all office based working practices and equipment conforms to health and safety measures in conjunction with the Office Co-ordinator.
* Work towards and promote equal opportunities in all areas of work.
* Undertake any other duties within the nature and level of responsibility of this post.
* Minute taking.
* Helping with health and safety audit

8. The post holder will be expected to:

* Demonstrate their understanding of mental health issues and the importance of working in an empowering and inclusive way with staff, volunteers, visitors and callers
* Attend training appropriate to the job.
* you may be asked to work the occasional evenings (time off in lieu)
* Adhere to Bristol Mind policies and procedures i.e. Confidentiality, Equal Opportunities.
* Undertake any other duties within the nature and level of responsibility of this post

Person Specification

Skills (Essential/Desirable)

1. At least 2 years’ experience of working in an office environment in a paid or voluntary capacity to include: using a pc and familiarity with Microsoft Word, Excel and Databases **(E)**
2. Experienced in using social media **(E)**
3. Experience of working in a reception area **(D)**
4. Good listening and verbal communication skills **(E)**
5. Direct or indirect experience of emotional distress **(E)**
6. Knowledge of voluntary sector organisations and how they operate **(D)**

Attitude and values

1. Non-judgemental attitude.
2. Commitment to equal opportunities practice i.e. challenging racism, sexism, ageism.
3. Patience

Responsibilities

1. To share in and represent the ethos and values of the organisation which promotes a positive view of mental health and aims to provide services that are user-focused, supportive and empowering.
2. To take part in regular support and supervision.
3. To participate in on-going training.

Other

1. The General Administrator will normally work for 6 ½ hours Monday to Thursday and 4 hours on a Friday. There will be some flexibility in timing

2. Should be articulate numerate and have attention to detail

**APPLICATION FORM (Part 1)**

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| **POST APPLIED FOR:** |  |

**The first two pages will be detached on arrival and will not be seen by the selection panel unless** **you are invited to Interview.**

**Please complete in black ink or type.**

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| **PERSONAL DETAILS****Full Name: Mr./Ms/Mrs./Miss/other.****Address:** **Post Code:****Tel. No. home: work: email address:** |

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| **REFEREE 1.** **Name:** **Address:****Email address:****Tel no.:**  **Relationship to you:****REFEREE 2.****Name:****Address:****Email address:****Tel no. Relationship to you:** |

Are you related to anyone currently involved with Bristol Mind either paid staff, or a member of the Executive Management Committee?

Have you had any involvement with Bristol Mind in a paid or unpaid capacity?

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| *Bristol Mind believes that ex-offenders, like every other applicant, should be considered for paid/voluntary work on the basis of their commitment and ability to do the job. However, paid and volunteer staff will be required to work with groups of people deemed vulnerable by the Rehabilitation of Offenders Act 1974.* *Due to the nature of the job, this post is exempt from the Rehabilitation of Offenders Act 1974.**Do you have any criminal convictions, which you feel we need to know about? YES / NO**Please declare all criminal convictions, which relate to the handling of finance, fraud, or thefts or crimes against persons. This post is subject to an Enhanced Disclosure and Barring Service check (DBS).* |

If called for interview, are there any access issues or other factors, which would ensure it is comfortable and accessible to you?

**All the information I have given here is true. I understand that if have made a false statement, any subsequent offer of, or contract of employment may be withdrawn. I consent to the use of all this information for considering my application, and understand that:**

* It will be treated confidentially at all times in accordance with the 1998 Data Protection Act
* If I am successful it will form part of my personnel records
* If I am unsuccessful the information will be destroyed after six months

**Signed Date**

**APPLICATION FORM (Part 2)**

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| **POST APPLIED FOR:** |  |

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| **CURRENT OR MOST RECENT PAID / UNPAID EMPLOYMENT****Employer****Address****Post Title****Key Duties / Responsibilities****Date started Period of notice required / Date finished** |

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| **QUALIFICATIONS & TRAINING (most recent first)** |
| **Subject** | **Qualification** | **Place of Training** | **Dates** |

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| **PREVIOUS PAID / UNPAID EMPLOYMENT (most recent first)** |
| **Employer Name & Address** | **Post & Brief Outline of Duties** | **Dates** |
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| **FURTHER INFORMATION** **Why you are interested in this post, and what skills and experience do you think you could bring to it? Please tell us about any relevant experience you have acquired. This may be from current or previous jobs, but also be from community/voluntary work, experiences gained in the home or through leisure interests. Please address the Person Specification points in this section.** **FURTHER INFORMATION (continued)****Please continue on additional sheets if necessary.** |

**Please do not send any CV’s with this application**

**Please return the completed application form to: Rebecca Morton, Bristol Mind, 35 Old Market Street, Bristol, BS2 0EZ marked Job Application or by email to admin@bristolmind.org.uk**