

Job Description & Person Specification

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| Job Title | Central Services Administrator |
| Salary Scale | NJC Scale 9-14 £27,254-29,540 per annum pro rata. |
| Location | Mind in Gwent Offices Abergavenny. |
| Contract hours | 12 hours per week, worked over 1.5days. |
| Responsible to | Wellbeing Lead. |

Job Purpose

- Act as the first point of contact for all callers and visitors to Mind in Gwent, Abergavenny office.
- Responsible for the day-to-day administration and record keeping of the Central Services function of the organisation and project administrative support.

Key Accountabilities

- Provide a face to face service for visitors to the Abergavenny office , interacting with staff, partners, service users and the general public in a positive and professional manner.
- To administer and assist with all incoming communications to Mind in Gwent via email, telephone, post and to deal with or direct all communication to the relevant department or person.
- Receive incoming calls, providing information about our services, signposting to relevant organisations and directing calls to the relevant staff and teams.
- Carry out administration for projects including conducting questionnaires over the telephone and designing project publicity/reports.
- Administer counselling payments and pass any monies received to a member of the Finance team.
- Create, develop and maintain electronic and paper based record and filing systems for Mind in Gwent.
- Provide administrative support to counselling services across Mind in Gwent as and when required.
- Manage all stationery and marketing materials for the organisation, maintain stock levels, ordering new stock and managing delivery of stock.
- Make petty cash payments and reconciliations.
- Provide administrative support to the Board of Directors/Trustees and Senior Management Team, as and when required. Undertake any other governance tasks as requested by the Senior Management Team.
- Contribute to maintaining the social media account in conjunction with the other team members, as and when required.
- The work of Mind in Gwent changes over time and it is not possible to describe all responsibilities of the Central Services Administrator.
- The Central Services Administrator is expected to promote a positive image of mental health and Mind in Gwent to other agencies and the general public.

Person Specification

| Area to be assessed | Description of requirements. | How tested |
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| Experience | <p>Essential</p> <p>Proven experience of working in an administration role including minute-taking/receptionist/administration role.</p> <p>Experience of maintaining accurate, up-to-date records.</p> <p>Previous experience of working face-to-face with the general public or in a customer service role.</p> <p>Desirable</p> <p>Experience of handling money.</p> <p>Experience of attendance and participation in business meetings at senior level.</p> | Application form Interview |
| Skills and abilities | <p>Essential</p> <p>Excellent written and verbal skills, IT literate with excellent working knowledge of Microsoft Office packages.</p> <p>Minute-taking skills.</p> <p>Must be able to demonstrate excellent organisational skills, effectively work under pressure and conflicting demands with minimum supervision and have an ability to work using own initiative and prioritise workload.</p> <p>Be able to develop and maintain effective office and IT data recording systems, data input and statistics. Produce reports and make recommendations.</p> <p>Manage difficult or emotional customer situations; respond promptly to customer needs; solicit customer feedback to improve service; respond to requests for service and assistance.</p> <p>Desirable</p> <p>Ability to use Canva.</p> <p>Ability to maintain social media accounts and create content.</p> | Application form, interview and test |
| Knowledge | <p>Essential</p> <p>Knowledge of Microsoft packages including Office 365, Word, Excel, Powerpoint and Outlook.</p> <p>Working knowledge of administrative procedures for an office environment with the ability to adapt procedures to changing demands.</p> <p>Good understanding of data protection (GDPR) and confidentiality.</p> <p>Desirable</p> <p>Understanding of Mental Health issues.</p> | Application form, interview and test |
| Qualifications | <p>Essential</p> <p>English GCSE or equivalent at level C or above.</p> | Application form and |

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| | <p>Desirable</p> <p>Secretarial or minute-taking qualification.</p> <p>IT qualification.</p> | <p>qualification certificates</p> |
| <p>Other requirements</p> | <p>Essential</p> <p>An Enhanced DBS Check.</p> <p>A demonstrable commitment to equality of opportunity and a positive approach to diversity.</p> <p>Commitment to personal development.</p> <p>Commitment to Mind in Gwent mission and values.</p> <p>Desirable</p> <p>Car driver with access to a vehicle when required.</p> | <p>Application form</p> |
| <p>Disclosure and Barring Bureau Check</p> <p>Because of the nature of this job, it will be necessary for the appropriate level of disclosure and barring check to be undertaken. Therefore, it is essential in making your application you disclose whether you have any pending charges, convictions, bind-overs or cautions and, if so, for which offences. This post will be exempt from the provisions of Section 4 (2) of the Rehabilitation of Offenders 1974 (Exemptions) (Amendments) Order 1986. Therefore, applicants are not entitled to withhold information about convictions which for other purposes are 'spent' under the provision of the Act, and, in the event of employment being taken up, any failure to disclose such convictions will result in dismissal or disciplinary action by the Authority. The fact that a pending charge, conviction, bind-over or caution has been recorded against you will not necessarily debar you from consideration for this appointment.</p> | | |