



Executive Assistant to Director Mind Cymru

Job description

Grade	C (starting at £27,286 + Locating Weighting)
Type of contract	Fixed Term until end of February 2022 (Maternity Cover – immediate start)
Directorate	Mind Cymru
Team	Mind Cymru
Reports to	Director, Mind Cymru
Responsible for	
Location	Flexible - likely to be hybrid mix of homeworking and time in the Cardiff office
Hours	35 hours per week

About the role

Mind Cymru's purpose is to lead Mind's work in Wales and to ensure that our impact is strong in both nations. Mind has a federated structure of Local Mind delivery organisations of which there are 20 in Wales.

You will work directly with the Director of Mind Cymru and will be responsible for the effective running of the Director's office. This includes dealing with correspondences with a varied range of external stakeholders, managing diaries and key meetings; developing and handling internal communications; and coordinating briefings on key areas of policy and stakeholder engagement.

You are required to manage a busy schedule that involves the co-ordination of corporate and other work activities being carried out across the organisation and have the interpersonal and organisational skills required to do this professionally and in accordance with Mind's values.

Key Responsibilities

1. To effectively manage the efficient working of the Director's office being the first point of contact and providing administrative support.
2. To organise and plan diaries, to optimise time, making travel and other arrangements as required.
3. To support the Director by preparing written and/or verbal reports, briefings or presentations and undertake research, gather data and draft material to support communications.
4. To be responsible for managing and responding to correspondence to the Director's office, identifying appropriate action, including delegation to other departments and monitoring of action as required.
5. To set up internal and external meetings as required and ensure the smooth running of these by setting dates, preparing agendas and papers, ensuring papers go out in good time, booking rooms and refreshments, taking accurate minutes and being proactive in following up actions arising.
6. To provide high level customer care in dealing with routine and non-routine enquiries from staff, local Minds, external stakeholders and the general public using judgement to take or decide on appropriate action.
7. To provide secretariat and administrative support for governance and other fora including Pwyllgor Cymru – the governance sub-committee for Wales and The Wales Alliance for Mental Health – the alliance of leading mental health charities in Wales which is Chaired by the Director of Mind Cymru.
8. To be the first point of contact for key members of the above groups and, with the Director, manage relations with them.
9. To link with Mind's Chief Executive's Office to draw up the annual meeting schedule and co-ordinate arrangements liaising with other departments and external agencies as required

10. To undertake research and ad-hoc projects as needs arise or other duties that may from time to time be necessary.

Expectations

We are committed to becoming actively anti-racist in everything we do. This is a critical priority for Mind. We embrace diversity and understand that being an inclusive organisation, recognising different perspectives, will enable us to provide excellent services. We are committed to ensuring all our employees are treated fairly and equitably at work and promoting equity in physical and mental health for all.

Role expectations:

1. To handle personal information in a confidential and sensitive manner.
2. Undertake other tasks that may from time to time be necessary and are compatible with the nature and grade of this post.
3. Keep abreast of internal and external developments and respond accordingly.
4. To attend and contribute to supervision and appraisal process, meetings, training and other events as required.
5. To adhere to relevant legal and statutory requirements including the Data Protection Act (ensuring an appropriate level of confidentiality at all times), Health and Safety at Work Act (ensuring H&S of own and others at all times) and any other relevant/charity law.

All members of staff at Mind are expected to embody our mission, values and competencies. This includes an expectation that they will:

- Show passion for what Mind does and the changes that we are making for people with mental health problems.
- Work collaboratively across teams, departments, locations and organisations.
- Stand up for what they believe is best and trust in themselves and each other.
- Be open to others and ourselves and show a commitment to learning.

- Be open to change and respond flexibly and quickly to the changing world.
- Demonstrate organisational awareness and see the bigger picture while working towards objectives.
- Communicate effectively, ensuring their messages are understood and that they strive to understand others.
- Value diversity and treat others with respect, showing sensitivity towards differences, promoting and encouraging diversity, and building on people's different skills and talents to enhance the quality of their own and other's work.
- Take responsibility for their decisions.
- Ensure that all responsibilities and activities within their post are consistent with the terms and spirit of Mind's mission, vision, values, policies and procedures.
- To be prepared to work flexibly (e.g. hot-desking, home-enabled working) according to business need
- Maintain an appropriate level of confidentiality at all times.
- Contribute to making Mind a greener workplace.

Person specification

Essential criteria

1. Experience in a high-level personal assistant role or similar.
2. Ability to understand, analyse, present and advise on information and to prioritise this information and actions arising from it.
3. Excellent all round communications skills, particularly the ability to communicate clearly and concisely to a range of audiences. Excellent writer, able to present written information in a variety of ways, e.g. through reports, briefings, presentations and online.

4. Computer literacy skills (including use of Microsoft Office Outlook, Word, Excel, PowerPoint) and internet research.
5. Experience of prioritising tasks and delivering them to tight deadlines.
6. Ability to work in a team and a positive, problem-solving approach.
7. Understanding of the value of involving people with experience of mental health problems in our work.
8. Excellent and wide-ranging organisational skills and sound experience in a supporting role.
9. Ability to respond to a wide range of stakeholders both internal and external and at all levels with good interpersonal, communication skills (both written and verbal), and high level of customer care.
10. Accurate minute taking skills, and an ability to assimilate process complex information rapidly.
11. Ability to work on own initiative without daily supervision and able to prioritise work and juggle a number of different tasks effectively across a complex organisation.

Desirable criteria

1. Knowledge and understanding of current health, social and/or disability policy areas and awareness of how they impact on mental health.
2. Direct personal or indirect experience of mental health problems and knowledge of mental health issues.
3. The ability to work fluently in Welsh and English, demonstrating excellent written and verbal communications skills in both languages.