



# Programme Support Officer

## Job description

<b>Grade</b>	Grade C
<b>Type of contract</b>	21 hours per week (3 days per week) until 31 March 2025
<b>Directorate</b>	Mind Cymru
<b>Team</b>	Time to Change Wales
<b>Reports to</b>	Programme Manager
<b>Responsible for</b>	None
<b>Location</b>	Flexible - likely to be hybrid mix of homeworking and time in Stratford/Cardiff office,
<b>Hours</b>	21 hrs p/w

### About the role

As Time to Change Wales enters its fourth phase, we are looking to take the movement into a new direction and reach new audiences in Wales. Phase four will see a step change in the way we engage and promote the campaign in Wales which involves addressing mental health stigma within Black, Asian and Minority Ethnic communities and strengthening the workplace wellbeing offer in socio-economically deprived communities and healthcare settings. Working closely with the Programme Manager as well as the Campaign and Strategy Lead and the Community and Employer Leads, the Programme Support Officer's role purpose will be:

- To provide administrative support across all strands of the programme including marketing, digital and engagement activities.



- To maximise the effectiveness of working across strands and partner organisations.
- To coordinate all evaluation activity across internal databases.
- To support the development of high quality programme material and content.

The post holder, working closely with the TTCW Programme Manager and the two Leads will provide high level programme support so that the programme meets its overall strategic objectives. They will help deliver the agreed programme delivery plan ensuring all milestones are met, coordinate all programme targets and evaluation activity and ensure the smooth-running of activity across all strands providing tailored support across a range of disciplines.

## **Key Responsibilities**

1. Produce high-level reports and briefings on the status of each strand against overall programme milestones.
2. Prepare agendas and papers for internal and external meetings involving the Head of TTCW and strand Leads in a timely and effective manner, including the TTCW board meetings.
3. Service the TTCW board requirements and ensuring all paperwork is coordinated in a timely manner and that minutes are captured and shared effectively.
4. Organise and coordinate all external events and functions and identify opportunities to raise the profile of Time to Change Wales publicly.
5. Manage all evaluation activity for the programme to ensure that all targets are met.
6. Produce high-level reports and briefings on the status of each strand against overall programme milestones.
7. Coordinate and manage members of the Champion Advisory Group (CAG) including correspondence about upcoming meetings.
8. Manage all purchase orders and invoices in line with Mind's finance and HR procedures.
9. Coordinate and manage relationships with external agencies who deliver services



to the programme.

10. Supporting programme teams in strand-specific administration e.g. arranging pledge signing events and proof-reading marketing materials.

11. Contribute to the programme's management reports and compile statistical data against key performance indicators, monitoring evaluating and reporting for internal and external audiences.

12. Any other duties within the overall scope of the job as may be determined from time to time.

## 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:

- To contribute towards the overall mission of reaching an inclusive Wales where people's lives are not limited by mental health stigma and discrimination.
- To operate in a partnership environment, ensuring that the needs of the programme across the different partners are considered at all times.
- To ensure that all responsibilities and activities discharged within this post are consistent with the terms and spirit of Mind's Equal Opportunities Policy, upholding the values of Mind and be an ambassador for Time to Change Wales at all times.
- To be based in Mind Cymru offices, Cardiff with a brief covering Wales and the post holder will occasionally be expected to travel outside of Cardiff for meetings and events.
- To attend, and support the administration of the TTCW Executive Board and to Team Leads' meetings as required.
- To develop positive relationships with key stakeholders including Champions, Suppliers, Employers and Partners who engage with the campaign providing a high quality level of service at all times.



- To operate flexibly in the role and to undertake any other duties that are within the context and grade of this post.
- To work alongside Adferiad Recovery and other Mind Cymru staff and volunteers and across other networks and agencies to maximise the reach, impact and influence of Time to Change Wales.
- To attend and participate in mandatory staff training as required.
- To contribute to a positive and supportive working environment.
- To contribute to working towards making Mind a greener workplace.
- To support and contribute to our overall aim of user/survivor participation, including within Mind and to be committed to working alongside users/survivors, as colleagues, (paid & unpaid) experts and campaigners.
- Keep abreast of internal and external developments and respond accordingly.
- To attend and contribute to supervision and appraisal process, meetings, training, and other events as required.
- 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.
- Attend and contribute to Mind staff training and any other training identified as appropriate for the post.
- Occasionally travel to meetings in England and Wales and/or work unsociable hours, which may require the need for an overnight stay, evening and weekend work.
- 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.
- Adhere to relevant legal and statutory requirements including the Data Protection Act, Health and Safety at Work Act and relevant charity law.
- 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

#### Experience

1. Experience of working in a programme support role, preferably within the third sector.
2. Experience of coordinating and synthesising qualitative and quantitative evaluation data.
3. Demonstrable experience in managing and prioritising multiple tasks across a range of projects.



## **Skills and Ability**

1. Excellent interpersonal and communication skills face to face, by telephone, and other media with a wide range of audiences (employers, supporters, Champions, service providers and partners) that may have different beliefs or agendas.
2. Ability to work flexibly around the demands of a team working on a diverse and continually developing programme of work.
3. Good event management skills with strong attention to detail.
4. Experience of servicing a programme board including gathering and preparing relevant board paperwork.
5. Good numerical and analytical skills to be able to process and synthesise large volumes of data often working with complex spreadsheets etc.
6. Good organisational and administrative skills, ability to work proactively using own initiative, prioritise work and meet deadlines with well-developed time management skills.
7. Good computer skills (Microsoft office, web, power point), and ability to effectively use electronic storage and analytical tools to capture audience data and measure impact of monitoring evaluation activity.
8. Empathy with Mind's aims and values, including an understanding of and commitment to Mind's equal opportunity policy.

## **Desirable criteria**

1. Ability to communicate through the Welsh language.
2. Direct or indirect experience of mental distress.
3. Understanding of the third sector.
4. Knowledge and understanding of mental health issues and mental health policy in Wales.
5. Knowledge of the impact of stigma and discrimination.
6. An understanding of national mental health voluntary organisations and their networks, or similar structures within the voluntary sector.