



# Team Administrator

## Job Description

<b>Grade</b>	B
<b>Type of contract</b>	18 months
<b>Directorate</b>	Networks and Communities
<b>Team</b>	Network Quality Team
<b>Reports to</b>	Network Quality Manager
<b>Responsible for</b>	No staff
<b>Location</b>	Flexible
<b>Hours</b>	35hrs p/w

### About Mind

“We won't give up until everyone experiencing a mental health problem gets support and respect”.

Because of Mind, millions of people have access to the advice and support they need thanks to our information and services nationally and locally in England and Wales. Our policy work influences the government so that people with mental health problems can get the support they need and the respect they deserve. We're building on change, but we know there is much more to do. The focus of our work moving forward is on supporting people disproportionately affected by mental health issues. These are people from racialised communities, young people and people living in poverty.

### About the role

The Networks Unit support the network of over 100 local Minds across England and Wales who deliver life changing support for people with mental health problems. The Networks Unit is made up of 3 teams; The Network Support Team, the Network Quality Team and the Network Sustainability Team. This role provides admin support for the Network Quality Team and for the Assistant Director of Networks as well as supporting the Networks Unit. The Network Quality Team runs the Mind Quality Mark, the quality



assurance system that ensures that local Minds are strong organisations running safe and effective services that make a real difference to people's lives.

This is a varied role that includes organising meetings, setting up and managing video conferencing meetings, training and other events, bookings, minute taking, managing communications and keeping information up to date.

## **Key Responsibilities**

1. Administration support
  - Book accommodation and travel for staff and MQM peer reviewers using Mind supported systems such as Clarity travel and Trainline
  - Arrange for the production and mailing of MQM certificates.
  - Any other general admin support as required.
  - Diary management and admin support for the Associate Director of Networks.
2. Organise internal and external meetings
  - Source venues for meetings, training, conferences, events etc
  - Support the delivery of meetings and away days such as coordinating dates, preparing agendas, collating and distributing papers, accepting apologies, arranging video conferencing and responding to queries as they arise.
  - Minute taking and action recording.
  - Support the preparation of presentations and briefings.
  - Set up and help host and moderate video conferencing meetings.
3. Events
  - Provide additional support to the event planners as required. This might include; managing the Eventbrite booking platform, liaison with venue and stakeholders, sourcing materials, collating of delegate packs, arranging couriers and providing stewarding support.
4. Records and systems
  - Establish & maintain databases, contacts/distribution lists and electronic filing systems including systems for archiving and disposal of documents.
  - Update the CRM.
  - Train and support colleagues on use of central systems where needed.
  - Update MQM documentation as required
5. Communications
  - Send out various communications including notifications in relation to MQM reviews, newsletters, evaluation surveys and communications to peer reviewers.



6. Surveys

- Support the team in building questionnaires and surveys on platforms such as Qualtrics.
- Manage data from surveys

7. Finance

- Manage Peer Reviewer expense claims including raising purchase orders, arranging payment of invoices and dealing with queries.

8. Undertake any other duties that may be required that are compatible with the nature and grade of this post.

## 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:

- Keep abreast of internal and external developments and respond accordingly.
- Attend and contribute to supervision and appraisal process, meetings, training, and other events as required.
- 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/Skills/Knowledge:

1. An experienced administrator able to work accurately, efficiently and to a consistent high standard.
2. Ability to develop and use IT systems effectively and confidently across multiple platforms, such as Eventbrite and Zoom as well as Microsoft applications.



3. Strong organisational and time management skills, with the ability to meet agreed targets and deadlines whilst being responsive and flexible according to the needs of the team.
4. Well organised with a high level of attention to detail.
5. Good relationship management skills, with the ability to maintain positive relationships with a range of groups, individuals and teams. Ability to work collaboratively as part of a diverse and geographically dispersed team.
6. Good oral and written communication skills appropriate for internal and external audiences, including minute taking.
7. A positive, flexible 'can do' attitude.
8. A commitment to Mind's aims and values.

## **Desirable criteria**

1. Direct or indirect experience of mental health problems.
2. Good understanding and experience of the third sector.
3. Knowledge and experience of delivering virtual events.
4. Ability to critically appraise current working practices.