**Job title**
Personal Assistant

**Responsible to**
Director

**Department**
N/A

**Remit of the post covers**
England and Wales

**Hours**
35 hours per week

**Salary**
£19,828 pro rata per annum plus £2,992 pro rata per annum London Allowance (Grade B of Mind’s salary scales).

**Located at**
Mind’s offices (Stratford, East London)

**Length of contract**
Fixed Term Contract until 9 October 2015

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**Purpose of the job**

You will provide PA services, ensuring the effective administration of the Director’s office and to provide administrative support to a busy department, including servicing the External Relations Committee and other meetings as required.

**Scope of the job**

You will be required to provide PA, secretarial and administrative support to the Director in managing the department. You will also be required to provide administrative support and co-ordination of work to the department as a whole whilst requiring a high level of initiative and self-supervision. You will have autonomy in relation to how the functions of the post are carried out and are expected to find solutions to problems within your remit.

You will have regular contact with staff from across the organisation as well as committee members, external contact, the general public, representatives of other organisations, government officials, journalists, mental health works and politicians. In this role you will have contact with people who have experienced/experiencing mental health problems and including people in emotional distress.

As a Personal Assistant, you will report to the Director and also provide cover for other PAs in the organisation as appropriate and necessary.

Mind aims to ensure that the needs and interests of people with lived experience of mental health problems, women, black and minority ethnic communities, disabled people, lesbians, gay men, bisexuals and people of all ages are reflected in all its activities. You will be expected to work towards this aim.

**Key responsibilities**

1. To effectively manage all administrative arrangements to facilitate the efficient working of the Director’s office providing administrative support as required.
2. To organise and plan diaries, to optimise time, making travel and other arrangements as required.

3. To support the Director by preparing written or verbal reports, briefings or presentations and undertake research, gather data and draft material to support communications from the Director.

4. To have an overview of the work of the department and organisation to maintain an awareness, understanding and context of matters involving the Director.

5. Take responsibility for establishing and managing appropriate departmental systems including filing systems and keeping systems for annual leave, sickness and financial administration such as invoice and credit card payment authorisation.

6. To be responsible for managing and responding to correspondence for the department, identifying appropriate action, including delegation to other departments and monitoring action as required.

7. To be responsible for planning and organising meetings. This includes setting dates, selecting and booking venues/rooms, preparing agendas and papers, ensuring papers go out in good time, booking refreshments and equipment, taking accurate minutes and being proactive in following up actions liaising with the director accordingly. To be responsible for any other administrative arrangements arising from these meetings including working within specified budgets.

8. To provide high level customer care in dealing with routine and non-routine enquiries, including from the general public, using judgement to filter these calls as far as possible and to take or decide on appropriate action. This will include taking enquiries from people in distress.

9. The post holder is required to maintain and observe an appropriate level of confidentiality at all times

10. To undertake other duties that may from time to time be necessary, that are compatible with the nature and grade of this post such as covering for other PAs/administrators. The nature of the post will require flexibility.

11. To assist in the planning, organising and the facilitation of function events within the team, to include away days, team events and conferences.

**Expectations**

1. Attend and contribute to appropriate internal meetings, training, supervision and the appraisal process.

2. Develop a positive understanding of relationships with key stakeholders, especially people with direct experience of mental distress.

3. Ensure all responsibilities and activities discharged within the post are consistent with the terms and spirit of Mind’s Equal Opportunities policy.

4. The nature of the post will require flexibility, some unsocial hours and travel will be required.

5. To contribute to working towards making Mind a greener workplace.
Person specification: PA to Director

**Essential criteria**

**Experience**

1. Relevant experience in a senior PA role including experience of managing diaries, making travel, accommodation and other arrangements.

2. Experience of working with manual/computerised office systems e.g. filing and demonstrate an ability to set up, maintain and operate these.

3. Experience of using information technology for word processing, diary management, producing presentations and using spreadsheets and databases. An ability to type from copy at a minimum of 50wpm will also be essential.

4. Applicants must demonstrate experience of minute-taking for meetings and ideally including for meetings consisting of 10+ people, An ability to assimilate and précis information rapidly will also be required.

**Skills**

5. Excellent and wide-ranging secretarial and organisational skills

6. Good interpersonal communication skills will be necessary to deal effectively with the very wide range of people both internal and external to the organisation and at all levels and the applicant must demonstrate a high level of customer care.

7. Good literacy and numerical skills with minimum grade C GCSE in English and Maths or equivalent.

8. Writing skills will be needed for correspondence and reports and applicants will also need to demonstrate that they have sufficient analytical skills to enable them to undertake a limited level of research and compilation of responses to reports.

**Abilities**

9. Ability to work on their own initiative and without daily supervision. Prioritise work effectively and manage multiple tasks across a complex organisation.

10. Demonstrable ability to work as part of a team and to build effective working relationships with staff in other departments and outside the charity as required.

11. Ability to be deal tactfully, sensitively and diplomatically with people particularly those experiencing mental distress and to be discreet and to deal appropriately with confidential information.

12. Ability to work flexibly within the role and to cover other PAs/Administrators as required.

13. Ability to work unsocial hours and travel
General

14. A willingness to work to a flexible timetable outside normal working hours (e.g. for occasional evening deadlines, weekend meetings and conferences).

15. A knowledge of and understanding of the aims of equalities policies and demonstrable willingness to contribute to Mind’s equalities policies.

16. A commitment to Mind’s aims and values.

Desirable criteria

1. Direct or indirect experience of mental health problems.

2. Demonstrate past commitment to equalities policies/practises and knowledge of mental health issues.

3. Knowledge of the voluntary sector structure, role and function, or experience of working in a voluntary/statutory organisation.
**Mind (National Association for Mental Health)**

**Additional information**

**Personal Assistant**

**Conditions of employment**

In the light of legislation [Section 8 Asylum and Immigration Act, January 1997], as a condition of being able to commence employment with Mind, the successful candidate will be required to provide documentation to prove that they are able to work in the UK. Such documents will include one or more of the following, as appropriate:

- National Insurance number
- Birth certificate or British passport
- Certificate of registration, or naturalisation as a British citizen
- Passport or documentation evidencing citizenship of an EEA country

**Probation**

The appointment is subject to a probation period of 8 weeks

**Salary**

Grade B of Mind’s salary scales. Starting salary £19,828 pro rata per annum plus £2,992 pro rata per annum geographical weighting.

**Hours of work/flexible working hours**

A standard 35 hours per week within 8.00am to 7.30pm, Monday to Friday, excluding one hour break for lunch. Mind operates a flexible working hours scheme whereby members of staff can vary the time they start and finish work within the parameters agreed by their line managers. However, the core period of 10.00am to 4.00pm (excluding lunch break) are the times during which you must be at work. Time off will be given for work outside the standard hours. **Overtime is not payable.**

**How to submit your application**

Please submit:

1 x electronic copy of your personal details form
1 x electronic copy of your application form
1 x electronic copy of your monitoring form
by email to recruitment@mind.org.uk **stating reference 15-32**

Closing date for completed application forms is: 5pm on 29 March 2015.

Response to advertisements for vacant posts has become extremely heavy resulting in an unacceptable increase in postage costs and a disproportionate amount of staff time used in processing applications. We regret, therefore, that it is now no longer possible to acknowledge receipt of application forms or to write personally to all applicants.

Interviews are expected to be held week commencing 13 April 2015. If you have made an application and have not heard anything by that date, you are asked to assume that your application has been unsuccessful. Should this be the case we would like to thank you for your time and effort in submitting your application and hope that this does not deter you from applying for other vacancies within Mind.