



Team Assistant – Workplace Wellbeing

Job description

Grade	B
Type of contract	Fixed Term contract until 31 March 2022 (with possibility of extension)
Directorate	Fundraising
Team	Workplace Wellbeing
Reports to	Engagement Manager – Workplace Wellbeing
Responsible for	N/A
Location	Flexible - likely to be hybrid mix of homeworking and time in Stratford/Cardiff office
Hours	35hrs p/w

About the role

The purpose of this job is to contribute to the delivery of Mind's objectives and ongoing development by supporting the Engagement team within the broader Workplace Wellbeing team, including being responsible for managing enquiries, administrative support and financial processing as well as supporting the wider Workplace Wellbeing team as required. This means you will work with a range of stakeholders internally and externally.

You will contribute to Mind's vision of promoting and protecting better mental health for all by being the first point of contact for enquiries into the team, ensuring they are logged and responded to appropriately and supporting the Engagement Managers on initial needs analysis with enquirers.

You will report to one Engagement Manager and you will also receive daily support and guidance from another Engagement Manager whose work you will also be supporting.



Key Responsibilities

1. Be the first point of contact for the Workplace Wellbeing Engagement team, logging and responding to enquiries and requests from employers and other stakeholders, internally and externally. Use judgement to filter these enquiries and take or decide on appropriate action, including providing further information as required. This will require a good understanding of the Welsh context for any enquiries from Welsh stakeholders
2. Supporting the Engagement Managers with more detailed needs analysis, including contributing to proposal writing and costings
3. Be responsible for financial processing for the Engagement team, including processing invoices, generating purchase orders and keeping records
4. Maintain administration and other relevant systems, processes and procedures to support effective information and contact management and accurate record keeping (both manual and electronic)
5. Maintain CRM / databases / spreadsheets as required including data entry, updating and retrieval of data
6. Understand fully Mind's Workplace Wellbeing offering to ensure that you are providing the best possible service to meet the needs of prospective and current client needs
7. Work with colleagues across Mind to provide support on Workplace Wellbeing initiatives and projects as required
8. Support Mind's relationships with key stakeholders as directed. This will include communication by phone and face-to-face and attending meetings and other events as required
9. Providing diary management and meeting administrative support for the Engagement team and wider Workplace Wellbeing team (e.g. heads and managers)
10. Provide cover for the tasks and duties of the Client Officers as required e.g. annual leave cover etc. This will include managing enquiries and financial processing for existing clients
11. Adhere to Mind's internal systems and processes, including financial processing, updating the CRM, internal and external reporting etc



Expectations

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

Person specification

Essential criteria

1. Excellent administrative and organisational skills including financial processing (e.g. raising purchase orders and invoices etc), displaying a high level of attention to detail
2. Proven ability to undertake a varied and at times fast-paced workload, to work on own initiative
3. Ability to prioritise work and to plan your own time efficiently, and manage multiple tasks for different people
4. Good communication skills, particularly the ability to draft clear emails and respond politely and sensitively to incoming telephone calls
5. Ability to work as part of a team and to build effective working relationships with staff in other departments and outside of the organisation as required, showing a high level of customer care



6. Experience of working with all programmes within Microsoft Office, and managing information and tracking through CRM systems, spreadsheets and Access databases

Desirable criteria

1. Direct or indirect experience of mental health problems
2. Experience of volunteering or working in or with the voluntary sector
3. Experience or understanding of the employment / workplace wellbeing field
4. Knowledge and understanding of Mind's mission, vision, values and ambition and what this means in relation to this post and the ability to incorporate this into all aspects of work