



Partnerships Business Support Assistant

Job description

Grade	Grade B of Mind's salary scales
Type of contract	Fixed Term
Directorate	Fundraising
Team	Business Support, Partnerships Fundraising
Reports to	Business Support Manager
Location	Flexible - likely to be hybrid mix of homeworking and time in Stratford office,
Hours	35hrs p/w

About the role

It's a really exciting time to be a part of Mind's Partnerships Fundraising Team – we've grown rapidly with the profile of mental health in the public eye. In the past few years, our income as a team has more than doubled, and we now raise in excess of £15 million a year for Mind, and raising over £20 million as part of Mind's emergency appeal in 2020/21.

The award-winning team has recently established a dedicated project management function, providing vital capacity to identify opportunities to improve cross-team processes, curate a library of information about our programmes and service delivery, and monitor the team's successes. In this varied role, you'll be reporting to the Partnerships Business Support Manager, playing a key supporting role in a range of these cross-organisational projects. The successful post holder will also provide critical administrative support to the three units within the Partnerships team. This is an exciting opportunity for someone looking to develop a career in fundraising, with the opportunity to gain exposure to a range of funding partners and projects in a dynamic and successful team.

The Partnerships Fundraising team is responsible for generating over £12 million per year from major donors, charitable trusts and foundations, statutory and corporate sectors. It's a dynamic team that has grown dramatically in the past few years as awareness and understanding of mental health has improved and, as a result, there are exciting opportunities ahead.

The wider Fundraising department includes Public Fundraising, Data and Supporter Relations and Workplace Wellbeing. As a whole, we raise over £20



million for Mind's work. Mind employs over 250 staff and we have a team of volunteers. Most staff are based in Stratford, London, there is an office in Cardiff and there are a number of dispersed staff working across England and Wales.

Mind aims to ensure that the needs and interests of mental health service users, women, black and minority ethnic communities, disabled people, lesbians, gay men, bisexuals, transgender and people of all ages are reflected in all its activities. You will be expected to contribute to this aim.

Key Responsibilities

1. Providing general administrative support to enable the successful delivery of cross-team processes and projects, including collating KPIs and expenditure.
2. Supporting the data management of the organisation's fundraising content library, ensuring that resources and supporting documents are kept up to date and relevant.
3. Coordinating the transfer of the content library to Mind's new intranet platform, and the maintenance of up to date and user-friendly team intranet pages.
4. Supporting the team to maintain accurate, up to date records of contacts on the organisation's database, and to ensure that this information adheres to data protection guidelines.
5. Working across the Partnerships teams to ensure the data for internal opportunity pipelines are kept accurate and up to date.
6. Supporting Partnerships units by undertaking research into external funding opportunities.
7. Monitoring internal opportunities for the team to influence and support Mind's wider work through.
8. Supporting the Partnerships Business Support Manager with producing project deliverables and key project governance materials (including project plans, flash reports, minutes from meetings, and outputs from internal workshops).
9. Coordinating Partnerships team meetings, bulletins, and subscriptions.
10. Supporting Corporate Partnerships team with supporter enquiries and other administrative support as required.
11. Organising meeting and events, coordinating diaries and booking travel and accommodation requests as needed.

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:

- Contribute effectively as part of the Partnerships team, as well as the Fundraising department as a whole.
- Support our wellbeing initiative by looking after our own mental health and wellbeing in the workplace and of the people we work with.
- Contribute towards Mind's aim to ensure that the needs and interests of all mental health service users, including women, black and minority ethnic people, disabled people, people of all ages, and people who identify as lesbian, gay, bisexual or transgender are reflected in all activities.
- 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

1. Experience of organising and prioritising own workload on a day-to-day basis.
2. Experience of working to tight deadlines.
3. Experience of setting up and maintaining efficient filing systems.
4. Experience of data management and maintaining accurate records.
5. Experience of using databases.

Skills

1. Ability to take own initiative and take ownership of key responsibilities.
2. Attention to detail.
3. Excellent team working skills.
4. Excellent written and oral communication skills, to a range of audiences.
5. Good IT skills, competent in the use of MS Office software (especially Word, Excel).

Desirable criteria

1. Direct or indirect experience of mental health problems.
2. Some experience of working in the voluntary sector.
3. Willingness to identify and proactively pursue learning and development needs.
4. Willingness to take on additional responsibilities.
5. Educated to degree level.
6. Demonstrable experience of working in an office based/administrative role.