

**NEWPORT MIND
JOB DESCRIPTION**

TITLE: Reception and Administration Worker

RESPONSIBLE TO: Operations Manager

GRADE: NJC Pt. 5 - 14 £19,650 - £23,484 pro rata for part time hours

15 £16,054 £8.32 £16,215 £8.40

16 £16,440 £8.52 £16,604 £8.61

17 £16,830 £8.72 £16,998 £8.81

18 £17,161

HOURS: Part-Time 30 Hours

Newport Mind's usual policy is to appoint at the first point of pay scale

PURPOSE OF POST:

To provide administrative, reception and finance support to the services, clients, staff and volunteers of Newport Mind to ensure the efficient running of the organisation.

PRINCIPAL RESPONSIBILITIES:

1. To provide administrative and organisational support to facilitate the effective and efficient running of Newport Mind working with staff and volunteers to support the delivery of high quality services, events and training to the people of Newport including clients, communities, businesses, third sector and statutory organisations.
2. To provide reception cover including answering and redirecting phone calls as appropriate, receiving and welcoming visitors, booking appointments and rooms, sending and receiving post and documents.

3. To liaise with external organisations such as suppliers, voluntary and statutory organisations on behalf the services, clients, staff and volunteers of Newport Mind.
4. To have specific responsibility for:
 - Liaising with Newport Mind's IT service provider, raising tickets for any IT issues, setting up new users, etc.
 - Administering the land line and mobiles phones contracts, new user set ups, equipment, allocation of numbers, etc.
 - Issuing, tracking and ensuring the return of equipment to and from staff such as phones, laptops, personal safety devices, printers etc.
 - Reviewing and renewing utility, insurance and facilities (photocopier, alarm system, lift maintenance, sanitary bins, etc.) contracts and sourcing the market for alternatives making recommendations to the Finance Manager and/or CEO.
 - Completing Disclosure and Barring Service Checks on new starters, staff and volunteers, as well as ensuring DBS checks are updated every three years for staff and volunteers.
5. To maintain or contribute to effective office systems (e.g. keeping the office calendar, administering and updating the online HR system, maintaining the online client database adding and removing staff, clients and duplicate records, manual and electronic filing systems, message procedures, computer backup procedures etc.).
6. To be involved in regular meetings of administrative and finance staff where administration procedures are reviewed and developed. To undertake tasks on implementing procedures arising from these meetings.
7. To be responsible for the administration of the Counselling service, including
 - Welcoming counselling clients on arrival
 - Distributing and receiving paperwork to and from clients,
 - Taking payments for sessions
 - Allocating clients to counsellors and time slots from the waiting lists
 - Entering sessions and booking rooms onto the database,
 - Sending client letters
 - Scanning client referrals and paperwork into a database.
8. To be responsible for finance procedures, including
 - Collection of money from support group sessions, courses, service users, rent from tenants and updating the rent ledgers on Excel.
 - Coordinating the return of collection tins and buckets from stores and other venues and ensuring the money is banked.

- Ordering of stationery, water for the machine, ID badges and ensuring delivery of ordered items and approving invoices for payment.
 - Signing off recruitment invoices to ensure they are for the agreed amounts during the recruitment process.
 - Ensuring sales calls are dealt with appropriately.
9. Allocate and oversee work for volunteers as agreed with senior staff as appropriate.
 10. To assist with the administration of Newport Mind meetings, courses, training and events such as self-management courses, meetings, project groups, training events and Newport Mind's presence at external public events.
 11. To provide administrative support to the production of publicity materials, booking and evaluation forms and information/ training packs for Newport Mind courses, training and events.
 12. To ensure that all work is correctly recorded on the relevant database such as client contacts, telephone calls and to input data in connection with the services of Newport Mind, such as the self-management courses and volunteering.
 13. To contribute to the maintenance of the records, in accordance with the General Data Protection Regulation (GDPR) and data protection act, of Newport Mind members, volunteers and supporters ensuring membership fees are paid and that lapsed memberships are followed up.
 14. In conjunction with team members, as appropriate, contribute to the production and distribution of electronic and paper mailings and other publications.
 15. To order publications and stationery as requested and when needed in line with current procedures (and within the resource budget) and to catalogue/ record acquisitions.
 16. To undertake any other tasks appropriate to the post as directed and to support the efficient function of Newport Mind

EXPECTATIONS

1. To work in line with, and to support the delivery of, the vision, mission, values and goals of Newport Mind and to be a champion for Newport Mind at all times.

2. Adhere to and work within all the policies of Newport Mind, such as child protection policy, protection of vulnerable adults, confidentiality and data protection policies, and the policies contained within the employee handbook.
3. To actively participate, engage with, and respond to, the Newport Mind supervision and appraisal processes.
4. To attend and positively contribute to Newport Mind meetings and other meetings as required.
5. To attend and positively contribute to Newport Mind training as required.
6. To actively contribute to a positive, supportive and constructive working ethos, relationships and environment with Newport Mind staff and volunteers, partner organisations and other organisations.
7. To contribute to making Newport Mind a greener workplace.
8. To support and contribute to our overall aim of the participation people with experience of mental health problems, including within Newport Mind, and to be committed to working alongside people with experience of mental health problems, as colleagues, (paid & unpaid) experts and campaigners.
9. To be flexible, adaptable and undertake work to support the aims of Newport Mind as required, the flexibility to work additional hours to provide cover for annual leave and other eventualities would be an advantage.
10. To contribute to the development and review of the administrative, reception and finance support arrangements for Newport Mind and the services it provides.

Please Note

Disclosure and Barring Service Check

Due to the nature of this job, it may be necessary for the appropriate level of Disclosure and Barring Service Check to be undertaken. Therefore, it is essential in making your application you disclose whether you have any pending charges, convictions, bind-overs or cautions and, if so, for which offences. This post will be exempt from the provisions of Section 4 (2) of the Rehabilitation of Offenders 1974 (Exemptions) (Amendments) Order 1986. Therefore, applicants are not entitled to withhold information about convictions which for other purposes are 'spent' under the provision of the Act, and, in the event of employment being taken up, any failure to disclose such convictions will result in dismissal or disciplinary action by the Authority. The fact that a pending charge, conviction, bind-over or caution has been recorded against you will not necessarily debar you from consideration for this appointment.

Person Specification

This acts as selection criteria and gives an outline of the types of person and the characteristics required to do the job. The second column of the table indicates whether the characteristic is essential (E) or desirable (D).

Experience	
1. Experience at working in a customer facing environment and dealing with a wide range of people.	E
2. Experience of working closely with others as part of a team.	E
3. Experience of providing administrative support around courses, training and/or events organisation.	E
4. Experience of working with databases, online human resources systems and with suppliers.	D
5. Experience of reviewing and renewing utility, insurance and facilities contracts and sourcing the market for alternatives making recommendations for decision.	E
6. Direct or indirect experience of mental distress.	D
7. Experience of working with volunteers.	E
Skills/Abilities	

8.	Competent in using IT including using email and the Internet, Word, Outlook, Excel, Access and PowerPoint.	E
9.	Ability to establish and maintain efficient administrative, reception and finance procedures, including filing, project tracking and database maintenance.	E
10.	Excellent oral and written communication skills.	E
11.	Ability to deal politely and tactfully with a wide range of people including vulnerable service users, in a way that promotes their rights, dignity and independence.	E
12.	Proven high standard of co-ordination and organisational skills.	E
13.	Ability to manage own workload and deal with competing deadlines with accuracy.	E
14.	Ability to make decisions within established procedural guidelines, work on own initiative, liaise with colleagues across the organisation and deliver output with little supervision.	E
Equality and Diversity		
15.	Able to identify, understand and respond to the differential impact that disadvantage, inequality, stigma and discrimination have on individuals, communities and groups.	E
16.	A demonstrable commitment to equality of opportunity and a positive approach to diversity.	E
17.	A demonstrable commitment to working alongside people with mental health problems or experience of mental health problems as colleagues.	E
Other Requirements		
18.	A commitment to keeping up to date with developments in information technology and an understanding of the implications of recent developments in technology for Newport Mind	E
19.	Willingness to be flexible in meeting the needs of people with mental health problems, the needs of Newport Mind and the needs of other stakeholders as appropriate to the role.	E
20.	A commitment to the ethos and values of Mind and Newport Mind.	E

We will consider any reasonable adjustments under the terms of the Disability Discrimination Act (1995), to enable an applicant with a disability (as defined under the Act) to meet the requirements of the post.

The Job-holder will ensure that Newport Mind's policies are reflected in all aspects of his/her work, in particular those relating to;

- (i) Equal Opportunities
- (ii) Health and Safety
- (iii) Data Protection Act (1984 & 1998)