

Administrator- Live Well Leeds

Job Description and Person Specification

Administrator- Live Well Leeds

Hours	22 hours per week Some evening and weekend work may be required on a rota basis
Salary Scale	Grade 1 - Administrator
Salary	£24,242 pro rata.
Contract	Maternity Cover – 12 months.
Location	Touchstone Support Centre, 53-55 Harehills Avenue, Leeds, LS8 4EX
Annual Leave	28 days a year plus 8 Statutory holidays, rising to 31 days after 3 years
Pension	3% employer contribution, 5% employee contribution, enhanced by salary exchange
Probationary Period	6 months
Reporting to	Team Leader
DBS Check Level	Enhanced


Introduction

Leeds Mind is the city's leading mental health charity. We have faith and optimism in our clients and so the services we deliver are built around their needs. We support the people of Leeds to discover their own resources to 'recover' from periods of poor mental health, and to live life independently with their mental health condition.

Our values of Being Open, Supportive, Brave, Connected, and Resourceful are pivotal to the work we do.

The post holder will join Live Well Leeds with specific administrative duties. The post is full time, maternity cover and based at Touchstone support centre (53-55 Harehills Avenue, Leeds, LS8 4EX)

Live Well Leeds provides community based mental health support to adults with mild to moderate support needs to improve and/ or maintain their mental health.



We provide flexible and practical support to people (aged 18+) within the Leeds Metropolitan District. The service has been commissioned by Leeds City Council Adult Social Care and commenced in April 2019. Working in partnership with over 14 delivery network providers (with Touchstone as the lead strategic partner) across Leeds offering a 7-day service including evenings and weekends.

The service offers a range of services and activities including:

- 1-2-1 case management
- Drop in
- Group work
- Information and signposting
- Gender specific activities
- Culture specific activities
- Befriending
- Volunteering
- User led activities

Belonging at Leeds Mind

Leeds Mind is committed to creating an inclusive environment and being an equal opportunities employer - We believe that inclusive practices should be part of everything we do. We are committed to ensuring that our colleagues, volunteers, and service users feel a sense of belonging at Leeds Mind that gives them the confidence to share their unique perspectives and experience.

To find out more about how we are developing this you can click [here](#).

Purpose of the role

Live Well Leeds provides community based mental health support to adults with mild to moderate support needs to improve and/ or maintain their mental health.

The post holder will join the Live Well Leeds service (employed by Leeds Mind) to provide administrative support to staff and management.

To provide administrative support to the Live Well Leeds service, to include processing referrals, maintaining administrative systems, produce data reports for monitoring requirements, taking minutes of meetings and timetables.

To provide excellent customer service and reception duties for a busy support centre being the first point of contact for visitors. Acting as first point of contact for any staff, service users and volunteers using the facilities.

The postholder will assist managers in maintaining the health & safety for the building, carrying out regular checks. To liaise closely with staff at all partners sites with the aim to develop good practice across the service.

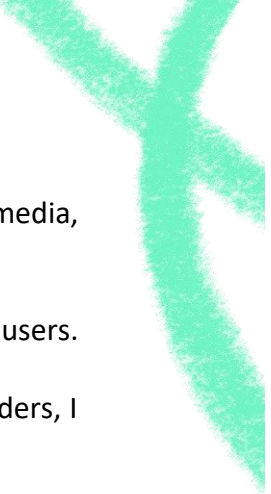
Taking responsibility for identifying, developing and maintaining administrative systems, as well as carrying out general admin duties.

To organise and take responsibility for ordering office supplies and financial procedures in line with Touchstone policies including purchase orders and petty Cash.

*This role is employed by Leeds Mind

Main Tasks and Responsibilities


1. Carry out general office and reception duties, including taking calls and passing on messages in a timely manner. Acting as first point of contact for visitors, dealing with enquiries, signposting to relevant services, incoming and outgoing post, photocopying, and filing.
2. To manage emails in the shared central inboxes, and action as appropriate including directing emails to colleagues as required or responding to service enquiries.
3. To work with the Volunteer Team Leader to support the recruitment of volunteers e.g. promoting opportunities, advertising volunteer roles, managing the volunteer's inbox and sending communications.
4. To support servicing meetings including room bookings and online TEAMS meeting links. Ensuring refreshments are available, making sure rooms are prepared, preparation of meeting papers and taking minutes of meetings.
5. To support the administration of the staff recruitment e.g. booking rooms, preparing paperwork, welcoming candidates for interviews.
6. Monitoring and ordering of stock and consumables for office equipment. Arranging engineer call outs as required. Collate and place orders for supplies of stationery, ensuring getting the best value for money. Including ordering staff ID cards.
7. To accurately maintain records and monitoring systems for reporting, monitoring and operational purposes, including service user databases, volunteer and staff databases, including providing spreadsheets and data reports containing this information.
8. To be responsible for the Duty / lone working procedures and calendar updates for staff and volunteers.
9. To support in the preparation of events, such as, recruitment days and away days. To have responsibility for letter and email-based communication campaigns.

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10. To produce promotional materials for services. Marketing services using social media, updating our website and take part in promotional events.
 11. To be trained and act as Trusted Assessor to gain key information about service users.
 12. To administer the finance systems including petty cash and raising purchase orders, in line with Touchstones financial procedures.
 13. To contribute to the administration and maintenance of all team's computer network, including liaising with ICT services, reporting faults, resolving photocopier and phone issues.
 14. To carry out research, produce statistics, collate information, and prepare documents as required for reporting, monitoring, and operational purposes using IT packages such as Microsoft Office.
 15. To assist Managers in maintaining Health and Safety for the buildings, including carrying out health and safety checks (i.e. weekly fire alarm test, fire drills, and security systems), organising building, garden, office and equipment repairs. Opening and locking up ground floor in accordance with Live Well Leeds procedures.

*Touchstone is the Live Well Leeds Lead Strategic Partner.

GENERAL

1. To work as part of a team. This includes working with other staff (who may be employed by different organisations), attending team meetings and developing a teamwork approach to all aspects of the organisations work.
2. To maintain accurate records in line with the service minimum standards.
3. To contribute to promoting the work and services of the Live Well Leeds service and wider Leeds Mind to the public, potential service users, referrers and funders.

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4. To undertake out of hours work as required by the service.
 5. To be responsible for personal learning and development where appropriate and undertake training, both mandatory and optional, to increase knowledge, skills and awareness.
 6. Respond and report on safeguarding concerns in line with the Touchstone safeguarding policy and procedure and keep Managers informed about any serious and untoward incidents, safeguarding issues, health & safety concerns, financial issues, staff welfare.
 7. To ensure information is dealt with in accordance with Touchstone's policies around Confidentiality and steps are taken to ensure that confidential information is secure e.g. service user data.
 8. To undertake any other duties as directed by the Manager, in line with the responsibilities of this post.

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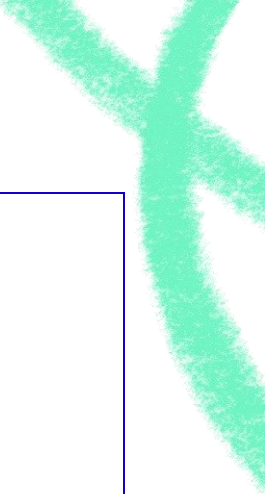
Organisation

- Participate in 1:1s, performance and development, including Leeds Mind compulsory training programme
- Attend and participate in service/team meetings
- Work within the framework of Leeds Mind's policies and procedures
- Promote the values, behaviours and ethos of Leeds Mind
- Undertake any other reasonable duties as and when required

Person Specification

	Essential	Desirable
Knowledge/ Qualifications	<ul style="list-style-type: none"> • Effective team working 	<ul style="list-style-type: none"> • The needs of people experiencing mental health issues. • Health & Safety
Skills/Ability	<ul style="list-style-type: none"> • Excellent communication skills, verbal and written • Ability to interact sensitively and effectively with staff, service users, members of the public and representatives from other organisations, face to face and over the telephone. • High level of ICT skills, e.g. Microsoft Office (Word, Excel, Outlook, Publisher, PowerPoint), Teams, able to produce tables and graphs, use mail merge. • Excellent organisation and time management skills to plan and prioritise the completion of tasks in line with deadlines and meet the changing needs of the service whilst working in a busy office environment. • Good level of numeracy skills in order to prepare financial information i.e. petty cash, reimbursement claims. • Excellent minute taking and record keeping skills. • Effectively work under pressure, work on own initiative without direct supervision. 	<ul style="list-style-type: none"> • Community Language

	<ul style="list-style-type: none"> ● To understand, follow and implement Health and Safety procedures. 	
Experience	<ul style="list-style-type: none"> ● Providing a high standard of customer service in a customer facing role. ● Effectively communicating with a wide range of individuals / organisations with a positive outcome. ● Evidence of carrying out a wide range of admin duties to support the successful operation of staff/volunteers and services. ● Experience of collating and preparing statistics from service data and ICT systems for reporting purposes. ● Successfully developing, implementing and maintaining administration systems. ● Working effectively as part of a team. ● Effectively communicating at different levels with a wide range of individual organisations. To work in a multi-agency approach and always demonstrating professionalism. 	<ul style="list-style-type: none"> ● Positively working in a diverse environment. ● Experience working with people experiencing mental health difficulties. ● Experience of dealing with building maintenance issues ● Experience of dealing with Health and Safety issues ● Working in partnership with other services. ●
Behavioural	<ul style="list-style-type: none"> ● Motivated, confident and resilient. ● Lives our values every day – Being Open, Supportive, Brave, Connected, and Resourceful. ● Open to change and able to work flexibly in line with the 	<ul style="list-style-type: none"> ● Lived experience of mental health difficulties.



	<p>needs of the service/organisation.</p> <ul style="list-style-type: none">• Commitment to working in partnership with service users, management, and staff.• Understanding of the challenges faced by people experiencing mental health difficulties.• Demonstrate a commitment to equality and diversity in the workplace.• Commitment to safeguarding clients and others you may come into contact with as part of your role.	
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