

Office Administrator

Job Pack March 2023

MindOut LGBTQ Mental Health Service



If you would like this information in another format, e.g. large print, colour changes or in audio format please let us know recruitment@mindout.org.uk

Who we are

MindOut is run **by and for LGBTQ people** with experience of mental health issues. Our services are **impartial, independent, non-judgmental** and **confidential**. Service user participation is key in all aspects of planning, delivery and governance of the organisation and its services.

Our Vision is a world where the mental health of LGBTQ communities is a priority, **free from stigma, respected** and **recognised**.

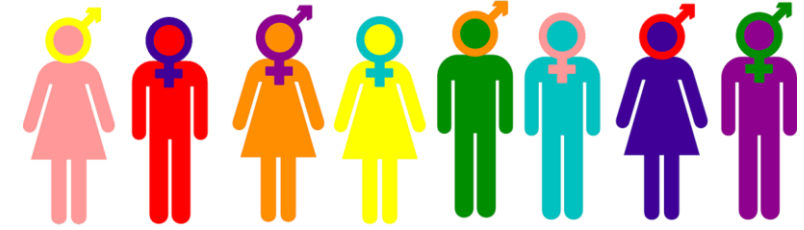


Our Mission is to **improve the wellbeing of LGBTQ people** who experience mental health issues, reduce mental health stigma, and **promote positive mental health** amongst LGBTQ communities.

Our aims are to:

- **improve mental wellbeing** for LGBTQ people
- **reduce social isolation** in LGBTQ communities
- **reduce suicidal distress** in LGBTQ communities
- **reduce stigma** associated with mental health
- **improve mental health services** for LGBTQ people

Our values & principles



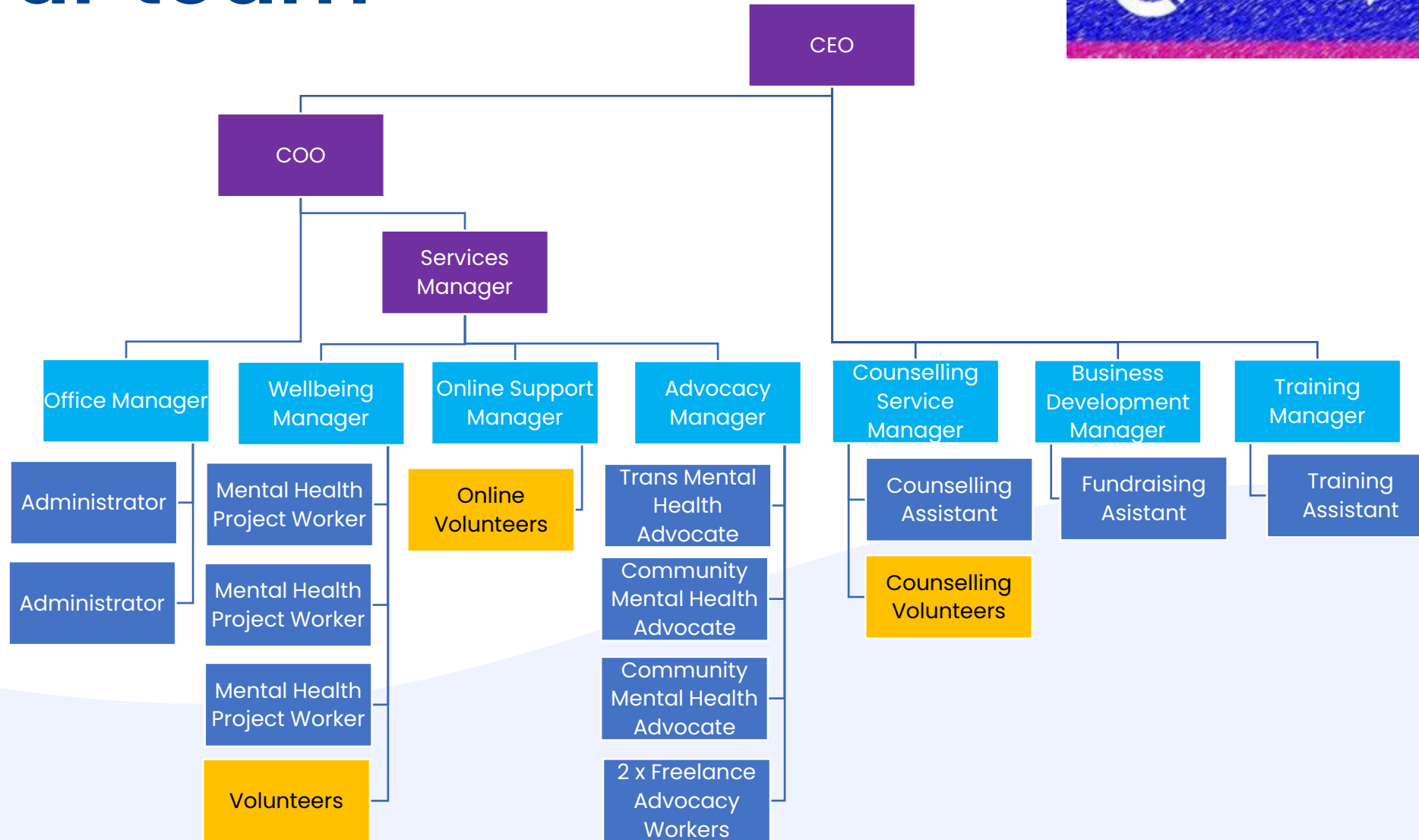
- MindOut is run **by and for LGBTQ people** with **lived experience** of mental health issues
- Wellbeing includes **all aspects of mental, physical and emotional health**, across the whole range of mental health issues
- LGBTQ mental health is a **collective concern** for LGBTQ communities
- We work to **promote equality and the diversity of our communities** and the principle of accessible and safe spaces
- Our work is **co-produced by service users, volunteers** and **staff**; this applies to research, development, design, promotion and delivery
- **Service users are engaged at all levels** of the organisation and supported to volunteer, apply for paid work and become Trustees
- We work to **continuously improve** all we do
- We **invest in our workforce**

Our support services

- Advice and information
- Trans specific services
- Mental health advocacy, including community and health & social care related advocacy
- Peer support group work
- Peer mentoring and befriending
- A low cost counselling service
- Online support
- Wellbeing courses and workshops
- Suicide prevention initiatives, including Out of the Blue peer support group
- Social groups and outings
- LGBTQ affirmative practice training and trans awareness training



Our team



Staff benefits

- Friendly **LGBTQ affirmative** working environment
- Central **Brighton** location
- **29 days** annual leave (pro rata)
- Your **birthday** off!
- Access to **pension scheme**
- **Employee Assistance Programme** – access to free counselling and advice
- Comprehensive **training package**
- External **reflective practice** for all front line staff
- **PoC & TNBI specific** external supervision



Role Overview & Responsibilities



Role overview

Are you a **problem-solving self-starter**? Can you be the **calm, centring voice** our service users hear when they call our office for the first time? If so, the **MindOut team need you!** Our office administrators are the **beating heart** of the MindOut family. They provide **daily support** to all staff and volunteers, ensuring we are able to **provide top quality life-saving services**.

As Office Administrator, you will be responsible for all **organisational administrative tasks**, developing and maintaining **efficient office systems**, operating our **client database** and **preparing monitoring reports**.

Thank you for your interest in this **vital role at MindOut** – we hope you feel this is a good match with your skills and experience.

Job title:	Office Administrator
Reporting into:	Office Manager
Hours:	35 hours Full-time (part-time considered)
Contract:	Permanent
Salary:	£20,394, rising to £22,660 after probation
Location:	Community Base, Queens Rd, Brighton
Annual leave:	29 days (+ birthday & bank hols)



Role responsibilities...



Main tasks:

- Responsible for all organisational administrative tasks to include **word processing, data entry** and **office procurement**
- Responding to **enquiries and requests via phone, email or in person** (which may include **people in distress**) and **signposting** to other staff as appropriate
- Compose and produce **letters, documents, reports** and **presentations** in a range of formats as requested
- Collate and maintain **statistical information** using **databases** and **spreadsheets**
- Create ways of **gathering, arranging,** and **inspecting data**
- As required, **update** MindOut's **website** and **social media** and assist with **producing newsletters**
- Develop and maintain **office systems**, organise and store paperwork, documents and computer based information
- Maintain and develop **filing systems** and **operational procedures** for the secure retention and retrieval of information
- Be responsible for all administration tasks relating to the **recruitment, training** and **induction of staff and volunteers**
- Undertake administration tasks relating to **finances/accounts** such as **petty cash reconciliation** and overseeing the processes for **client payments**

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Main tasks:

- Carry out tasks relating to the office including **research** and **procurement of equipment**, collecting **post** and taking **cash to the bank**
- Organise and attend **meetings, events** and **conferences** where appropriate including **booking rooms**, arranging **catering**, preparing and circulating papers and **taking minutes**
- **Organise mailings** and other **publicity tasks** to promote the work of MindOut
- Maintain **strict confidentiality** with regard to information given by and information about service users

General responsibilities:

- **Attend** as appropriate **meetings** with the **CEO, staff team** and MindOut **Board and sub committees**
- Prepare **regular reports** as required by the CEO, MindOut committees or project funders
- Carry out **other such tasks** as appropriate which may be reasonably expected
- Carry out all responsibilities with regard to MindOut's **Equality, Diversity and Anti-discrimination Policy** and all other policies
- To participate in relevant **training and self-development**

This job description will be reviewed periodically with the post holder to take account of changing demands

Person Specification





Experience:

- Experienced in providing administrative support in a **dynamic, third sector environment**
- Excellent **customer service** to both internal and external customers, good listening skills
- **Personal understanding and experience** of lesbian, gay, bisexual, trans & queer communities
- **Understanding and commitment** to MindOut's aims, values and objectives
- **Experience and understanding** of **mental health** issues. Personal experience will be viewed **positively**

Skills:

- **Written and oral communication** is concise and accurate
- Good **numeracy skills**
- Ability to work **flexibly** as part of a team and on your **own initiative**
- Good **typing skills** (typing speed minimum 50 words per minute)
- Accuracy and **attention to detail**, and the ability to work to tight timeframes
- Administrative/secretarial **qualification** (desirable)

Knowledge:

- **Ability** to use a comprehensive **range of IT software** (Microsoft Office365 etc.) and **experience** of using **databases**
- Familiarity with **web content management** systems and **posting on social media platforms**

How to apply

Closing date for applications: **9am on Tuesday 18th April**
Notify successful applicants: **Thursday 20nd April**
Interviews: **Tuesday 25th April** (in Brighton)
Role commences: **ASAP**

To apply for this role please follow the link on our career page: [Jobs & Volunteering - MindOut LGBTQ Mental Health Service](#) which takes you to our external recruitment site, where you will be asked to:

- provide a statement outlining how you meet the bullet points of the person specification
- upload a CV (max 3 pages)

Please note: Only successful applicants invited to interview will be contacted. Please assume therefore that if you have not heard from us by 21st April, you have not been successful for interview.

We actively **encourage applicants** from **diverse backgrounds** especially from **ethnically diverse, LGBTQ+** and **disabled** communities as well as those with **lived experiences** of tackling inequalities, as we believe **diverse voices** are **instrumental** in creating **transformational change**.

