



Administration Assistant

Salary	£23,000 FTE
Hours & Location	Full-time 35hrs. Brighton Office - with occasional hybrid working.
Reports to	Charity Director
Criminal Record Disclosure Required (DBS)	None

MindOut Core Purpose

To improve the wellbeing of LGBTQ+ people who experience mental health challenges, reducing mental health stigma and promoting a positive mental health culture.

Purpose of the role

As a busy office, the Administration Assistant is responsible for all organisational administrative tasks, supporting the wider team and getting involved with wider team activities and initiatives. As the administrator you would help to develop and maintain efficient office systems, operate client databases, support with recruitment activities and prepare monitoring reports.

The Administrator is an important first point of contact for the organisation, in a wide number of ways, due to the breadth of work we do. As such, the post holder is required to respond professionally and appropriately to any enquiries, and to direct these to the relevant teams in a timely manner.

Role description

You will have the skills, experience, sensitivity and personal confidence to support all the activities of the charity but will have specific responsibility for:

Main Tasks

1. All organisational administrative tasks to include word processing, data entry, office procurement and responding to enquiries and requests via phone, email or in person
2. Composing and producing letters, documents, reports and presentations in a range of formats as requested
3. Collating and maintaining statistical information using databases and spreadsheets
4. Updating MindOut's website and social media and assisting with producing newsletters
5. Developing and maintaining office systems, organise and store paperwork, documents and computer-based information. Maintaining and developing filing systems and operational procedures for the secure retention and retrieval of information
6. Being responsible for all administration tasks relating to the recruitment, training and induction of staff and volunteers
7. Undertaking administration tasks relating to finances/accounts such as petty cash reconciliation
8. Carrying out background research and present findings in subjects which are relevant to the work of MindOut
9. Organising and attend meetings, events and conferences where appropriate including booking rooms, arranging catering, preparing and circulating papers and taking minutes
10. Organising mailings and other publicity tasks to promote the work of MindOut

11. Maintaining strict confidentiality with regard to information given by and information about service users
12. Coordinating, delegation of tasks and day-to-day oversight of the duties undertaken by any administration volunteers supporting this role

General Responsibilities

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

This is an outline job description designed to give an overview of the responsibilities of the role. We expect the post holder will work flexibly, responding to organisational need and changes as they occur. This job description will be reviewed periodically with the post holder to take account of changing demands. You will also contribute to the wider corporate and organisation needs of MindOut, such as supporting our fundraising efforts.

Policies and Procedures

In addition to your professional code of conduct, you must familiarise yourself with and adhere to MindOut's policies and procedures. If you manage staff and/or volunteers it is your responsibility to ensure that your team are made aware of and understand the policies and procedures relevant to their role and are compliant with compulsory training requirements.

Information Governance and Confidentiality

Working or Volunteering with MindOut often involves access to personal information relating to people we support, employees, volunteers, freelancer workers, students and supporters. This information is confidential and must not be disclosed to anybody, other than when acting in an official capacity. Non authorised use, access of records or disclosure of personal or confidential information is a dismissible offence, and in the case of computerised information could result in prosecution for an offence or action for civil damages under the Data Protection Act 1998 (2018).

Safeguarding and Mental Capacity Act

All of MindOut's workforce (paid and unpaid) have a responsibility to safeguard and promote the welfare of adults, children and young adults. It is essential that all safeguarding concerns are recognised and acted on appropriately in line with the policies and training. You must ensure you always act in the best interests of any person lacking mental capacity.

Health and Safety at Work Act

You have personal responsibility to take care of your own health and safety and that of others who may be affected by your actions at work. Ensure you observe the Health and Safety procedures and carry out your duties as instructed.

Conduct

As an employee, volunteer, student or freelance worker, you are an ambassador for MindOut, responsible for promoting, maintaining and upholding the reputation of MindOut at all times, in line with our values.

PERSON SPECIFICATION

Outlined below are the experience, skills, knowledge and competencies required to carry out the tasks described within the job description. Please ensure that you use examples to demonstrate that you meet each individual criterion in your application.

		Assessment Process	Essential/Desirable
	Experience		
1	Experienced in providing administrative support in a dynamic, third sector environment	A & I	E
2	Multitasking and meeting deadlines under pressure, whilst maintaining a professional service and communication	A & I	E
3	Demonstrable experience in a similar role, or ability to demonstrate transferable skills and experience	A & I	E
4	Excellent customer service to both internal and external customers, good listening skills	A & I	E
5	Personal understanding and experience of lesbian, gay, bisexual, trans & queer communities	A & I	E
6	Understanding of and commitment to MindOut's aims, values and objectives	A & I	E
7	Experience and understanding of mental health issues. Personal experience will be viewed positively	A & I	D
	Skills		
8	Written and oral communication is concise and accurate, with a focus on attention to detail and MindOut communication style	A & I	E
9	Good numeracy skills and an ability to support with creating reports	A & I	E
10	Ability to work flexibly as part of a team and on your own initiative	A & I	E
11	Excellent skills with Microsoft Office applications and O365 experience (Microsoft Outlook, Word, Excel, Teams, etc.)	A & I	E
12	Accuracy and attention to detail, and the ability to work to tight timeframes	A & I	E
13	Familiarity with web content management systems and posting on social media platforms	A & I	D
	Knowledge		
14	Ability to use a comprehensive range of IT software and experience of using databases	A & I	E
15	Familiarity with administrative tasks such as bookkeeping, filing, and appropriate correspondence based on the audience	A & I	E