



MIND IN CAMDEN

Job Description

Part-time Resources Assistant (28 hours, office based)

Job Title:	Resources Assistant
Accountable to:	Senior Resources Worker
Accountable for:	Admin volunteers
Contract Type:	Permanent
Hours per week:	28
Salary:	NJC Scale points 5-6
Based at:	Barnes House, 9-15 Camden Road, London NW1 9LQ

Purpose of job: To oversee a busy reception and deliver well-run and flexible administrative support for the work of our mental health charity that it provides services for and with people facing very difficult life challenges.
To also ensure the building and its resources are well maintained.

a) Administration and Reception

- Managing Barnes House reception area and creating an efficient, welcoming atmosphere for visitors and clients
- Keeping the admin office well-organised and tidy
- Dealing with phone, email and in-person enquiries (including sign-posting as appropriate)
- Managing the admin petty cash
- Assisting with internal room bookings and organising refreshments and resources for meetings when requested
- Providing induction and training for new admin volunteers and overseeing their work
- Resourcing supplies
- Responding to donations
- Providing support with photocopying, laminating, filing
- Dealing with incoming and outgoing post, and assisting with postal and digital mailings
- Keeping the organisational structure chart, services and building information up to date
- Checking and maintaining first aid boxes
- Providing support with proof reading and document presentation

b) Facilities

- Keeping the building management database up to date
- Organising repairs and arranging contractors' visits
- Liaising with the cleaning company and monitoring the standard of cleaning
- Assisting with the schedule of annual maintenance
- Organising the paper recycling schedule
- Organising data wiping and recycling of old equipment
- Keeping the asset register up to date and auditing assets
- Performing regular checks in regard to fire safety and health and safety
- Proactively participating in taking forward Mind in Camden's carbon footprint reduction strategy
- Liaising about premises issues with Barnes House staff
- Issue keys to new starters and maintain key log and ensure keys are returned and logged back in as appropriate

c) IT, communications and database

- Liaising with our IT support company about routine tasks and maintenance, and problem solving
- Taking an active role in promoting cyber security awareness to staff and volunteers
- Assisting with IT introductions for new staff and volunteers
- Helping staff with basic IT issues
- Administering our external database (currently Apricot) and providing support to users
- Liaising with our telecoms contractor to provide mobile contracts to new staff
- Keeping phone contract records up to date
- Keeping computer and laptop records up to date

d) Supporting the Resources Team

- Preparing induction packs for new staff where required, and ensuring all new starter forms are completed
- Issuing work equipment to staff, including laptops, phones, headsets and ID badges
- Assisting with criminal record (DBS) checks
- Helping to manage volunteer recruitment, and keeping volunteering records up to date
- Assisting with organising in-house training such as fire safety, safeguarding, volunteer inductions
- Assisting with monitoring and implementing GDPR
- Assisting with archiving

e) General responsibilities to ensure that the Resources Team works smoothly

- Providing cover for other members of the team, for example for holidays and other absences
- Assisting other members of the team when there are particular pressure points in workflow
- Working with admin team volunteers
- Providing occasional administrative support for managers
- Keeping your line manager appraised of progress, changes and potential problems
- Providing administrative assistance for your line manager and Resources Director when required
- Participating in team meetings, external meetings and wider Mind in Camden meetings
- Being accountable to your line manager through supervision and appraisal
- Reviewing arrangements as agreed with your manager
- Undergoing such training as is consistent with satisfactory performance in post
- Performing other duties as reasonably required by your line manager

All staff are expected to:

- Recognise changes in circumstances promptly and adjust plans and activities accordingly
- Find practical ways to overcome barriers
- Present information clearly, concisely, accurately and in ways that promote understanding
- Assist in creating a sense of common purpose
- Make best use of available resources and proactively seek new sources of support when necessary
- Act within the limits of their own authority
- Be vigilant for potential risks and hazards
- Take pride in delivering high quality work
- Take personal responsibility for making things happen
- Take personal responsibility for effectively communicating with service users, members of their work team, managers and other work groups
- Consult with their work group about matters which directly affect their work
- Deal appropriately with service user complaints

Main conditions of Service

- The salary is within NJC scale points 5-6, starting at point 5 and rising by annual increment. The pro rata salary for 28 hours is £22,125 per annum at point 5 and £22,440 per annum at point 6, it includes our Inner London Weighting Allowance.
- Overtime is not paid, but time off in lieu may be granted.
- Mind in Camden has an auto-enrolled pension scheme into which it currently pays 5% of salary. You will be required to contribute an additional 3% into the scheme
- The hours of work are 28 per week with normal hours being 9.30–5.30 with a half hour or one hour lunch break (unpaid). Very occasional evening or weekend work may be required.
- Annual leave entitlement is 27 days plus public holidays, rising to 30 days after three years' service (pro-rata for part-time staff).
- All Mind in Camden posts are subject to funding.

All Mind in Camden job descriptions may be subject to periodic review.

Accessibility information:

The post holder will be based at Barnes House, 9-15 Camden Road, London NW1 9LQ. The office is in a central location in Camden Town with excellent public transport facilities.

The Wellbeing Centre is on the ground floor which is wheelchair accessible and has an accessible toilet. However, there is no wheelchair access to the upper floor which has 8 stairs leading from the main door.



Part-Time Resources Assistant (28 hours)

Person Specification

A Qualifications

No particular qualifications are required

B Knowledge & Interests

Very good working knowledge of MS Office – particularly Excel, Word, SharePoint and Outlook

Interest in working in a mental health environment

Understanding of the importance of confidentiality and the protection of sensitive information

Understanding the purpose of, or experience of, volunteering

Interest in environmental issues

C Experience of

Working or volunteering in an office environment

Managing supplies and dealing with contractors

Dealing with enquiries from the general public

Using Office 365 in a work setting

Monitoring information and producing well-presented reports

Data inputting and producing reports from a database or spreadsheet

Handling cash

D Skills and Abilities

Being able to prioritise your own workload to meet deadlines

Willingness to work flexibly with team colleagues

A resourceful and positive approach to problem solving

Patience and the ability to react calmly in a crisis

Excellent organisational skills

Confidence in answering telephone enquiries

Ability to communicate effectively both verbally and in writing

Ability to work constructively with a wide range of people

Willingness to accept supervision and guidance

Willingness to learn new skills and adapt to new circumstances

Commitment to creating an inclusive and non-discriminatory working environment