

ROLE PROFILE

Role title:	Receptionist and Administrative Assistant
Responsible to:	Head of HR & Operations
Rate:	£13.15 per hour
Hours available:	Wednesday evenings (5 - 8.15 pm) and potentially hours during the day between 8.45am – 5.15pm
Contract type:	Casual
Location:	Office is located Tudor Road E9, London, with travel to the Hub in Homerton once a month.

About Mind in the City, Hackney and Waltham Forest:

We are a multi-disciplinary provider of specialist mental health services and a part of the Mind Federation.

We promote both recovery from ill health for people with recurrent and enduring mental health difficulties and early intervention for those at risk of developing mental health issues, or who struggle with common mental health conditions.

We currently support around 5,000 people a year through a variety of services focusing on psychological, social, economic and workplace wellbeing, and support minoritised communities.

Our values are:

Working with Mind CHWF means you'll be part of a dedicated, passionate, and professional workforce who cares about the work they do and make a real difference to the lives of the people in the City of London, Hackney and Waltham Forest.

Our values are:

Connected: Creating a compassionate and supportive community.

Fair: We strive for equity- no-one's needs should go unmet.

Brave: We walk with people, offering help by doing what works - proven or new.

We are committed to actively becoming anti-racist in everything we do. This is a critical priority for Mind CHWF. We embrace diversity and understand that being an inclusive organisation that recognises different perspectives, will enable us to provide excellent services.

We are committed to ensuring all our staff are treated fairly and equitably at work and promoting equity in physical and mental health for all.

Those with lived experience of Mental Health are encouraged to apply.

DBS clearance at Enhanced (without Barring) is required for this role.

Purpose of the post:

- To ensure that the central reception function, including facilities runs smoothly.
- Welcoming Clients and Visitors both face to face and via telephones.
- Ensuring all telephone calls are answered in an efficient manner and messaged are relayed.
- To provide administrative and facilities support.
- Ensuring that the reception area is the optimal working environment for all.

Main duties and responsibilities:

1. Reception

- Provide reception cover and a welcoming environment for clients and visitors.
- Deal with initial enquiries from service users, the public and other professionals and/or refer on to other projects/organisations as appropriate.
- Respond appropriately to, and manage, potentially challenging situations that may arise within a reception environment whilst working with individuals with mental health support needs.
- Keep the reception area tidy and organised, notice boards up to date and leaflets restocked.
- Receive and return telephone calls to clients, staff and volunteers within the organisation.
- To make sure that all messages, cancellations and confirmations are recorded and passed on to the relevant member of staff or manager, as appropriate.
- Ensure inside and outside of Mind CHWF premises are kept tidy, clean and accessible at all time.
- Carry out standard DIY tasks safely as and when required.
- As requested by line manager, receive and return telephone calls to other professionals, funders and colleague organisations.

2. Administration:

- Type, photocopy and distribute letters, minutes, reports, and documents as requested by the line manager.
- Ensure that central filing systems are maintained.
- Compile and maintain databases of information and contact details regarding services available to mental health users and other related services in Hackney and other boroughs.
- To assist Project teams in the accurate and timely input of service delivery information into the organisation's database and administrative systems.
- Send out information and literature about Mind in the City, Hackney and Waltham Forest, including referral forms as required.
- Organise and undertake mail outs as and when requested.
- Liaise effectively with all staff within the organisation.
- Support the administration of the meeting room booking system within the organisation, keeping track of room allocations.
- Ensure that incoming post is distributed efficiently, and outgoing mail is delivered to the post box.
- Take the lead in monitoring and maintaining levels of stationary and office supplies in accordance with current systems, by being accountable for purchasing, collecting invoices and authorisations, and working with the Finance Officer to reconcile all purchases on a minimum of a monthly basis.
- Assist in processing, recording and distributing staff and volunteer ID badges.
- Ensure that staff and volunteer signing in sheets are kept up to date.

- Support the administrative function across other projects in the organisation as and when requested by the line manager.

3. Facilities

- Keep the reception area and other areas in the building free of obstructions and compliant with health and safety regulations.
- Ensure implementation of standards set for safety, security, general maintenance, managing building and equipment maintenance schedules and testing building security systems.
- Carry out weekly fire alarm tests and biannual fire drills, ensuring all statutory regulations and inspections are recorded and maintained.
- Undertake regular Workplace Inspections, reporting any hazards or corrective works.
- Manage the facilities inbox and ensure that reported matters are dealt with in a timely and effective manner, being self-serving administratively in assisting with facilities matters as and when they arise (such as updating signage and key cutting).
- Arranging repairs at all Mind CHWF's sites.
- Support with the H&S audits at all Mind CHWF's sites, including following up the completion of recommended annual actions where appropriate.

4. Generic responsibilities:

- Manage the diversity calendar, ensure that the building environment is welcoming to all and arrange diversity events.
- Where relevant, to comply, promote and contribute to the writing and development of Mind in the City, Hackney and Waltham Forest's policies and procedures, its policy of Equal Opportunities, all other central policies and those of your department.
- Train and supervise volunteers.
- Assist with providing cover for colleagues during periods of planned and unplanned absences as appropriate.
- In accordance with the Health and Safety at Work Act 1974, to take care of your own health and safety at work and of any clients/visitors you are working with. This includes reporting any risks or potential hazards to the Health and Safety Officers.
- Keep records and statistics for dissemination to effectively monitor the service, ensuring that all files and information is kept in accordance with Mind in the City, Hackney and Waltham Forest 's policy on confidentiality.
- Be self-servicing administratively.
- Reliable demonstration of excellent punctuality, reliability and timekeeping skills if/when, for example, opening reception in the morning.
- As required by line manager, liaise with projects and staff (at Tudor Road and at other Mind in the City, Hackney and Waltham Forest sites), ensuring effective links within the office and other projects.
- Attend and participate in staff meetings, contributing to discussions and giving reports if needed.
- Attend supervision and appropriate internal and external training courses as approved by line manager.
- Attend Mind in the City, Hackney and Waltham Forest staff away days.
- Any other relevant duties as requested by your line manager.
- Have the physical and mental capacity to carry out all the above within stipulated times and to the required standards.

Personal specification

The remaining sections outlines what criteria will be used to appoint the suitable candidate.

Criteria marked (E) are essential and (D) are desirable.

Experience, Knowledge, Skills, Abilities - Values and Motivations:

Connected: Creating a compassionate and supportive community.

- Knowledge and experience in supporting Facilities work plans (business as usual or projects) and recognising health and safety risks (E)
- Basic knowledge of the Data Protection Act (E)
- Written and verbal communication is concise and accurate (E)
- Ability to develop and maintain positive working relationships (E)
- Committed and reliable member of team (E)

Fair: We strive for equity - no-one's needs should go unmet.

- Professional, non-judgemental, and respectful attitude (E)
- Understanding of and demonstrable commitment to equal opportunities and anti-discriminatory practices. (E)
- Ability to understand the needs of clients and visitors at reception and respect the views and experiences of service users. (E)
- When required, the ability to support clients in emotional distress in a calm and professional manner (E)
- Emotional intelligence: ability to reflect on client interactions and develop effective resilience techniques (E)

Brave: We walk with people, offering help by doing what works - proven or new.

- Self-starter, takes responsibility for organising own work effectively and delivers results with no supervision (E)
- Ability to research, identify facts and apply to different scenarios. (E)
- A flexible attitude to the expectations of the working environment. (E)
- Proficiency in using Microsoft suite, with good typing speed, and to be administratively self-servicing (E)
- Proven ability to use Database systems for data entry (D)
- Ability to prioritise a varied workload, meet tight deadlines and maintain up to date work records. (E)

Qualifications

- We are ideally looking for someone who has GCSE level or equivalent English and Mathematics - we are of course mindful that not everyone can afford or has been given the opportunities to gain qualifications (D – however, the appointed individual will need to demonstrate good written and spoken English as well as have a good grasp of basic maths).