

# Administrator- Live Well Leeds

Job Description and Person Specification



# Administrator- Live Well Leeds

<b>Hours</b>	Full Time (37 hours per week) Some evening and weekend work may be required on a rota basis
<b>Salary Scale</b>	NJC Scale 4 points 7 to 11
<b>Salary</b>	£23,450
<b>Contract</b>	Fixed term until 31st March 2025 - with expectations that this will become a permanent role from April 2025.
<b>Location</b>	Touchstone Support Centre, 53-55 Harehills Avenue, Leeds, LS8 4EX
<b>Annual Leave</b>	28 days a year plus 8 Statutory holidays, rising to 31 days after 3 years
<b>Pension</b>	3% employer contribution, 5% employee contribution, enhanced by salary exchange
<b>Probationary Period</b>	6 months
<b>Reporting to</b>	Team Leader
<b>DBS Check Level</b>	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 and based at Touchstone support centre (53-55 Harehills Avenue, Leeds, LS8 4EX)

Live Well Leeds is a community based mental health service. 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 for 5 years. The contract is delivered by a Strategic Partnership (comprising

Touchstone as the lead, Community Links and Leeds Mind) and a Delivery Network (comprising 14 different voluntary sector partners).

The service aims to support service users to improve and maintain their mental health. Live Well Leeds offer a seven-day service, including evenings and weekends. This may sometimes mean working days or times could change (with notice) according to community / individual wishes.

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

The post holder will join the Live Well Leeds service (employed by Leeds Mind) to provide administrative support to staff and management at the Community Based Mental Health Service. Taking responsibility for identifying, developing and maintaining administrative systems, as well as carrying out general admin duties.

To be a first point of contact for service users (face to face or telephone), ascertaining their eligibility for the service and taking a trusted assessor approach. Effectively triaging referrals across the service and updating case management systems accordingly.

Collating and producing data for reporting, monitoring and operational purposes within service deadlines. This will involve working with a range of team members employed by different organisations and across a wide partnership.

The post holder will be required to liaise closely with staff at all other sites with the aim to develop good practice across the organisation. You will ensure that systems are established and maintained in accordance with policies and procedures and work with the team and wider Live Well Leeds partnership.

\*This role is employed by Leeds Mind

## Main Tasks and Responsibilities

1. To perform general office duties as necessary, including dealing with incoming and outgoing post, photocopying and filing, reception duties, including receiving and recording of messages and enquiries. This includes acting as first point of contact for service users, carers, and other referrers, gleaning key information and taking a trusted assessor approach.
2. To manage and process service referrals from multiple referrals strands (website/phone/mail) to ensure referrals are responded to and disseminated to relevant workforce within agreed service timescales.
3. To maintain effective information management and filing systems. To design and prepare information for the effective operation of all services including preparation of information/referral packs and administration forms.
4. To service relevant meetings (including board meetings), and booking of rooms, preparing refreshments, preparation of meeting papers and taking minutes of meetings and acting upon any follow up action. Meetings will take place within and outside normal office hours.
5. To have responsibility for letter and email-based communication campaigns, marketing services e.g., using social media and taking part in promotional events and activities. Update service website and organisational/team websites, in liaison with the Team Leaders and Live Well Leeds Service Manager.
6. To carry out research, produce statistics, collate information, and prepare documents as required for reporting, monitoring, and operational purposes, in liaison with managers and staff.
7. To apply spreadsheet and database applications, design, develop and maintain record keeping and monitoring systems that meet service needs. Analysing data for all teams and producing monitoring reports.
8. To administer the impress petty cash system, activity float system and other financial systems, in accordance with organisational financial procedures, e.g. process weekly reimbursement of the floats. To work closely with all managers to assist in the smooth operation of financial procedures and in operating financial systems.
9. To have responsibility for the ordering and issue of resources in accordance with Touchstone's procedures. To control the issue of stationery, monitor stock levels and order new supplies of stationery for all services.
10. To ensure information is dealt with in accordance with Touchstone\*/Leeds Mind policies around Confidentiality, Communications, Internet, email, telephone and

steps are taken to ensure that confidential information is secure e.g. service user data.

11. To coordinate lone working duty system in accordance with team manager request.
12. To assist all Managers in maintaining Health and Safety for the buildings, including carrying out health and safety checks (e.g. weekly fire test, gas, alarms, security, keys), organising building, front garden, office and equipment repairs.
13. To contribute to the administration and maintenance of all team's computer network, including liaising with the ICT service and reporting faults, resolving photocopier and phone issues, operating back up and disaster recovery procedures, in conjunction with other administrative workers.

\*Touchstone is the Live Well Leeds Lead Strategic Partner.

## 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
- Respond and report on safeguarding concerns in line with the Leeds Mind safeguarding policy and procedure
- Undertake any other reasonable duties as and when required

# Person Specification

	Essential	Desirable
<b>Knowledge/ Qualifications</b>	<ul style="list-style-type: none"> <li>● NVQ3/BTEC Business Studies or the ability to produce work to that standard.</li> <li>● A relevant IT qualification e.g., ECDL or ability to produce work to that standard.</li> </ul>	
<b>Skills/Ability</b>	<ul style="list-style-type: none"> <li>● High level of numeracy skills in order to prepare financial information, e.g., petty cash, reimbursement claims, work out annual leave entitlements.</li> <li>● Effectively communicate at all levels with staff, managers, service users, members of the public and representatives from other organisations.</li> <li>● High level of ICT skills, e.g. Microsoft Office (Word, Excel, Outlook, Publisher, PowerPoint). Producing quality letters, reports, tables and graphs.</li> <li>● Excellent organisational skills to plan, work to deadlines and manage differing priorities to meet changing organisational needs.</li> <li>● Excellent minute taking and record keeping skills.</li> </ul>	<ul style="list-style-type: none"> <li>● Community Language</li> </ul>

	<ul style="list-style-type: none"> <li>● To understand, follow and implement Health and Safety procedures.</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>● Experience of providing excellent office administration support and managing multiple priorities.</li> <li>● Experience of providing effective advice/information to people internal and external.</li> <li>● Experience of effectively organising and servicing complex meetings.</li> <li>● Experience of collating and preparing statistics from organisation/service data and ICT systems for reporting purposes.</li> <li>● Experience of effectively communicating at different levels with a wide range of individual organisations. To work in a multi-agency approach and always demonstrating professionalism.</li> </ul>	<ul style="list-style-type: none"> <li>● Experience working with people experiencing mental health difficulties.</li> <li>● Experience of dealing with building maintenance issues</li> <li>● Experience of dealing with Health and Safety issues</li> <li>● Working in partnership with other services.</li> </ul>
<b>Behavioural</b>	<ul style="list-style-type: none"> <li>● Motivated, confident and resilient.</li> <li>● Lives our values every day – Being Open, Supportive, Brave, Connected, and Resourceful.</li> <li>● Open to change and able to work flexibly in line with the needs of the service/organisation.</li> <li>● Commitment to working in partnership with service users, management, and staff.</li> </ul>	<ul style="list-style-type: none"> <li>● Lived experience of mental health difficulties.</li> </ul>

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