



**Job Title:** Project Administrator

**Reporting to:** Digital Manger

**Location:** TBC

**Hours:** 10 hours per week (spread evenly over 3 days per week)

**Term:** Fixed term until March 2022 - with ambition to continue if funding is secured

**Pay:** £9.42 per hour

**The organisation:**

Mind in West Essex is a local, independent mental health charity. We affiliate to Mind (the National Association for Mental Health) a charity with which we share common values and principles.

Our vision is for West Essex to be a place where people talk openly and positively about mental health, and where everyone gets the support and respect needed to live well.

Mind in West Essex welcomes applications from people with their own personal experience of mental ill health.

**Purpose of the Job:**

The post holder will be responsible for carrying out all administration tasks and database input for the Care Nav Mental Health Support Referrals from the Essex Wellbeing Service.

**Key Task Areas and Responsibilities:**

- Initial and ongoing data entry of client information onto the in house database and uploading relevant documents as required.
- Manage and monitor client waiting lists.
- To work closely with the line manager to ensure clients are allocated to the correct intervention.
- To support the line manager in preparing monthly monitoring.

- To be the main contact for all administration queries/tasks.
- Liaising with the 5 Minds in Essex regarding relevant referrals and allocating them accordingly.
- Liaising with internal staff regarding referrals.
- To highlight any safeguarding concerns as soon as they arise - In line with our Policies and Procedures.
- Dealing with sensitive issues and clients cases.
- To check invoices to ensure they are correct and passed to the line manager for authorisation.
- To understand the budget for the project and work with the line manager to ensure that the service is provided on budget, within the project term.
- To help promote and actively seek service promotion opportunities for the service.
- Closing clients via the relevant databases.
- Answer incoming calls professionally, and sensitively where necessary, and redirect the caller to the appropriate team member or alternative service.
- Answer queries confidently.
- Take accurate messages and pass them to the relevant team member.
- File and dispose of client data securely.
- Checking, responding to and redirecting emails.
- Assisting with other departments.
- Undertake any other tasks, duties or projects which may arise from time to time and as directed by your line manager.

### **Person Specification:**

#### **Essential**

- Good IT skills e.g. Microsoft Word/Excel, Google docs with the willingness to undertake training to use other systems Good level of general IT ability
- Experience of using a database
- Ability to prioritise workload
- Self-motivated with the ability to manage own workload
- Excellent interpersonal skills
- Experience of managing budgets
- Administration experience
- Ability to record information accurately
- Knowledge or experience of mental health problems personal or professional

**Desirable:**

- Experience in setting up a service
- Experience of creating budgets
- Able to type 40 WPM

This Job Description will be subject to review in light of changing circumstances and is not intended to be rigid or exhaustive but should be regarded as providing guidelines within which an individual operates.