

Job description

Breathing Space - Administrative Assistant

Job Title: Breathing Space Administrative Assistant

Location: Mind in Bexley and East Kent and blended remote working.

Responsible to: Breathing Space Lead Partner Manager

Responsible for: Administration of Breathing Space Client Referral administration process

For more information about the Breathing Space Project please click [here](#)

This is a part-time position - 14 hours to be split across 5 days

Role Purpose: Administration of referrals for the Orbit Housing funded Breathing Space Wellbeing Project.

Main duties and responsibilities:

- To administer referrals received from Orbit Housing for the nine Breathing Space Lots (branches of Mind)
- To send all referrals to the nine different Lots
- To record referrals on a CRM database (Salesforce)
- To add referrals to a raw data spreadsheet
- To check for duplicates, re-referrals, and incomplete referral information
- To check number of referrals every month with all Lots
- To produce weekly and other reports for Orbit's Wellbeing Lead
- To check referral numbers each quarter with the Breathing Space Lead Partner Manager including duplicates and re-referrals
- To answer queries regarding referrals from the Lots, the Breathing Space Lead Partner Manager and Orbit's Well-Being Lead
- Responsible for overseeing Orbit's postcode locator excel spreadsheet
- Responsible for updating the Lots' contact details
- To assist in the monitoring of the quality of the service and the outcomes required by the service
- To attend remote and office meetings
- The post holder may be required to undertake other duties deemed appropriate for their grade as directed by their line manager.

Person Specification

Essential

- Excellent IT skills, i.e. ability to send and receive emails and attachments; create, format and layout Word documents, cutting, pasting, numbering, changing file location and managing headers and footers; using Excel spread sheets to intermediate level
- Ability to use a CRM database



- Ability to prioritise own workload and manage time effectively
- Ability to communicate effectively and clearly with people of all levels both verbally and in writing
- Ability to deal effectively and calmly with challenging situations that may arise from time to time
- Understanding and empathy for people with mental health needs
- Discretion and judgment when dealing with sensitive and/or confidential information.
- To communicate effectively with other team members ensuring that relevant information is communicated to the team and Lots across the country
- To work at all times in accordance with the values, policies, practices and procedures of Mind in Bexley with particular emphasis on safeguarding, equality and diversity and confidentiality

Desirable

- Some knowledge of GDPR legislation

Terms and conditions

Hours of work: 14 hours per week and DBS clearance will be required

Salary: £20,592 (FTE) (**calculated pro-rata**).

Contract term: Short term from July until 31 March 2022 (subject to extension depending upon funding).

Holidays: 27 days per year – excluding bank holidays (**calculated pro-rata**).

Pension: if eligible, we will auto-enrol you into a pension scheme, in accordance with our statutory pensions auto-enrolment obligations.

Probationary period: there is usually a three-month probationary period, but this may be extended.