



Job Description and Person Specification

Post:	Community Engagement Team (Improving Physical Health) Administrator
Salary:	£21,322 pa
Hours:	35 hours per week
Base:	Zion Community Centre, 339 Stretford Road, Hulme, M15 4ZY. (Home and office)
Accountability:	Community Engagement Team Manager

Job Description

Job summary

To contribute to delivering a supportive and pro-active administration function to colleagues delivering on the improving physical health service. This role will entail supporting referral routes into the service, managing appointments, inputting data, responding to telephone queries and supporting the team manager to make the best use of IT and digital offers to ensure the service is seamless and creates a warm and welcoming access point for people and stakeholders. You would work with our People and Wellbeing Team to ensure that all staff data was kept up to date.

Duties relating to the post

- Working collaboratively with the team manager, team leads and engagement workers to ensure that the route into the service was warm, welcoming and seamless.
- Ensure that messages for the team were taken and passed on in a timely manner
- Keep up to date the database ensuring that people's data was managed in a respectful way and aligns with GDPR policies.
- Support staff with documenting case studies
- Support staff in documenting and escalating safe guarding concerns
- Be a first point of contact to referrers to the service
- Respond to queries from people who are using the service or who wish to do so
- Liaise when required with staff within primary and secondary care settings
- Ensure all staff data particularly around leave and sickness absence is inputted into the database or passed onto the People and Wellbeing team.
- Ensure all existing and new staff are provided with contracts and that contracts are saved and kept updated.
- Support the people and wellbeing team in ensuring all pre-employment checks are made such as references and DBS checks.
- Meet with all new members of staff and provide a welcome to them – contributing to and keeping track of inductions, giving staff details of key employment policies, procedures and mandatory training.
- Provide information to new staff on how to use the personnel database.

General Responsibilities

- Maintaining a professional and confidential approach to work at all times.

- Actively participating in regular supervision sessions and team meetings as requested.
- To be willing to attend appropriate training courses as agreed with your manager.
- Contributing to the effective and efficient running of Manchester Mind by awareness and compliance of policies and procedures, including Health and Safety.
- Ensuring data is managed in compliance with General Data Protection Regulations.
- Creating positive relationships and treating all staff, volunteers and members of the public with dignity and respect, adhering to Manchester Mind's core aims and values, and adhering to equal opportunities and diversity statements and policies.
- Ensuring that safeguarding policies are adhered to
- Working outside normal office hours if required to do so to meet the needs of the service.
- Carrying out other duties as requested by the Chief Executive or Board of Trustees.

This job description may be subject to joint review from time to time between the post-holder and Manchester Mind, and as such is liable to amendment.

Person Specification

All are essential unless otherwise stated.

Knowledge and Experience

- Experience of working in a collaborative way, which includes sharing resources, skills and talents.
- An understanding of the impact of good administration on a service and at least two years' experience working in an administrative role.
- Experience of working in a supportive and open way with colleagues and/or volunteers, which is appreciative of the skills and talents and perspectives of everyone.
- Experience of working with databases.
- Experience of providing a telephone and email response to people.

Skills and Personal Qualities

- Ability to communicate in a clear and meaningful way in order to support collaboration and enable people to build on their skills and talents.
- Well-organised with the ability to manage own workload.
- A commitment to learning and building skills and knowledge in order to contribute to excellent service development.

