



For better  
mental health

## **MIND IN CAMDEN**

### **Job Description**

#### **Part-time Resources Assistant (21 hours)**

Job Title: Resources Assistant  
Accountable to: Resources Director  
Accountable for: No staff  
Contract Type: Permanent  
Hours per week: 21  
Salary: NJC Scale points 14-17  
Based at: Barnes House, 9-15 Camden Road, London NW1 9LQ

Purpose of job: To help to create a well-run office and support the work of a charity providing services for and with people facing very difficult life challenges

#### **Main Tasks**

##### **1. Admin Office**

- Make sure that the admin office runs smoothly by resourcing supplies
- Organise volunteer rotas and create clear written instructions to help the volunteer team
- Participate in the induction of new admin volunteers
- Work alongside volunteers in dealing with enquiries and visitors
- Maintain the diaries for internal room bookings and organise refreshments for meetings when requested
- Manage the admin petty cash

##### **2. Building maintenance**

- Keep the building management database up to date
- Organise repairs and arrange contractors' visits
- Ensure that the schedule of annual maintenance takes place
- Organise the recycling schedule
- Keep the asset register up to date and assist with auditing assets

##### **3. IT and Social Media**

- Take a lead in keeping Mind in Camden's website up to date
- Participate in updating social media
- Create forms and reports on our external database as requested
- Assist with data inputting

##### **4. Assist the Resources Director and Corporate Team**

- Help with administering recruitment
- Assist with monitoring and auditing tasks
- Help with archiving and other data management
- Provide administrative support for other members of the Corporate Team

##### **6 General Duties:**

- Take part in staff meetings, team meetings, and other corporate activities within Mind in Camden and externally
- Participate in team meetings, external forums and any other meetings as required
- Be accountable for all aspects of your work to your line manager through supervision

- Cover for other members of staff in your own and other departments as required
- Undergo such training as is consistent with the satisfactory performance in the post
- Perform other duties as reasonably required by your line manager

**All staff are expected to:**

- Recognise changes in circumstances promptly and adjust plans and activities accordingly
- Find practical ways to overcome barriers
- Present information clearly, concisely, accurately and in ways that promote understanding
- Assist in creating a sense of common purpose
- Make best use of available resources and proactively seek new sources of support when necessary
- Act within the limits of their own authority
- Be vigilant for potential risks and hazards
- Take pride in delivering high quality work
- Take personal responsibility for making things happen
- Take personal responsibility for effectively communicating with service users, members of their work team, managers and other work groups
- Consult with their work group about matters which directly affect their work
- Deal appropriately with service user complaints

**Main conditions of Service**

- The salary is linked to, but not bound by the NJC scale. This post is graded at SCP 14-17, starting at point 14 and rising by annual increment. The starting salary is £12,562, including Inner London Weighting, for 21 hours per week (pro-rata of £20,938).
- Overtime is not paid, but time off in lieu may be granted.
- Mind in Camden has an auto-enrolled pension scheme into which it currently pays 5% of salary. From 2019 you will be required to contribute an additional 3% into the scheme
- The hours of work are 21 per week with normal hours being 9.30–5.30 with a one hour lunch break (unpaid). Occasional evening or weekend work may be required.
- Annual leave entitlement is 27 days plus public holidays, rising to 30 days after three years' service (pro-rata for part-time staff).

All Mind in Camden job descriptions may be subject to periodic review.

**Accessibility information:**

The post holder will be based at Barnes House, 9-15 Camden Road, London NW1 9LQ. The office is in a central location in Camden Town with excellent public transport facilities.

The Wellbeing Centre is on the ground floor which is wheelchair accessible and has an accessible toilet. However, there is no wheelchair access to the upper floor which has 8 stairs leading from the main door.

## **Part-Time Resources Assistant**

### **Person Specification**

#### **A Qualifications**

1. No particular qualifications are required

#### **B Knowledge & Interest**

1. Good working knowledge of Microsoft office, particularly Excel, Word and Outlook
2. Understanding of social media
3. Interest in working in a mental health environment
4. Understanding of the importance of confidentiality and the protection of sensitive information
5. Understanding the purpose of, or experience of, volunteering
6. Interest in environmental issues

#### **C Experience of**

1. Working or volunteering in an office environment
2. Being part of a team
3. Dealing with enquiries from the general public
4. Using databases and other computerised systems
5. Handling cash

#### **D Skills and Abilities**

1. Being able to prioritise your own workload to meet deadlines
2. A resourceful and positive approach to problem solving
3. Patience and the ability to react calmly in a crisis
4. Excellent organisational skills
5. Confidence in answering telephone enquiries
6. Ability relate to communicate effectively both verbally and in writing
7. Ability to work constructively with a wide range of people
8. Willingness to accept supervision and guidance
9. Willingness to learn new skills
10. Commitment to creating an inclusive and non-discriminatory working environment