Dear Applicant,

Thank you for your interest in this post of **Business Support Assistant**. This is a key role in our organisation.

Please find attached an application pack that I would ask you to complete and return either by post to:

Recruitment

Mind in Mid Herts

11 Hatfield Road

St Albans

Hertfordshire

AL1 3RR

or by email to [recruitment@mindinmidherts.org.uk](mailto:recruitment@mindinmidherts.org.uk) no later than **12 noon, Wednesday 10th April 2024.**

Interviews will be held on **Wednesday 24th April 2024.**

We look forward to reading your application.

Yours faithfully,

**Bal Bhathal**

**Office Manager**

**About Mind in Mid Herts**

Do you want to work for organisation that supports people with mental health issues in a moment of crisis? Would you like to be a part of a dynamic team striving to break down barriers for those that need help and support, and want to be part of our mission to provide prevention, recovery, and support services in Hertfordshire to empower people to take control of their mental health? If the answer to all of these is yes, we want to hear from you.

***“I’m a little overwhelmed don’t feel like it’s real or I am this lucky but I’m trying to stay calm. I can’t thank you enough for all your support and help honestly means the world to me I felt so alone like no one cared. But I honestly can’t thank you enough.”***

We aim to provide a safe space for people in crisis to talk and feel supported, be listened to without judgement, access relevant support with problem solving and facilitate access to external services.

We are a living wage employer and as such we take the health and wellbeing of our staff very seriously too.

***“I’d like to say what a fantastic line manager I have in Leanne.***

***…like to commend Clare for all of her support with my takeover of the Long Covid project and guidance with the online group support in general. Clare has, without fail, been on hand to answer every question or query I have raised despite being an incredibly busy lady.  She is a fantastic leader and I feel fortunate to work with both her and Leanne.”***

**Hannah, started with us in Feb. ‘23**

**JOB DESCRIPTION - Business Support Assistant**

Reporting to: Office Manager

Responsible for: Providing IT and data support to the operations and administration of the business in relation to monitoring and reporting, compliance and the management of working time, holidays and other absences

Duration: 12 months fixed term contract

Hours: 15 hours per week (flexibility required)

Salary: £23,088 per annum, pro rata (£12 per hour)

Location: Can be flexible, but covers all 4 centres (St Albans, Stevenage, Hertford and Hatfield)

Closing date: 12 noon, Wednesday 10th April 2024

Interviews: Wednesday 24th April 2024

We are Mind in Mid Herts, a leading mental health charity based in Hertfordshire, affiliated to National Mind, with centres in St Albans, Hatfield, Stevenage and Hertford. We are working to reduce the stigma of mental health diagnosis and we support people with mental health conditions to create a pathway to recovery. We are innovative in creating services to improve wellbeing and to prevent the development of mental health issues. Through education and support, we aim to improve people's awareness of how to be proactive in looking after their health and wellbeing. We will not give up until everyone experiencing a mental health problem gets support and respect.

*Mind in Mid Herts (MiMH) is committed to diversity and equality of opportunity for all and is opposed to any form of less favourable treatment and harassment on the grounds of all the ‘protected characteristics’ as identified by the Equality Act 2010. It is MiMH's intention that this job description is a guide to the major areas and duties for which the jobholder is accountable. However, services will change and the jobholder’s obligations might vary and develop, so the job description should be seen as a guide and not as a permanent, definitive and exhaustive statement.*

**Purpose of Post**

The purpose of this role is to provide support to the business in the following main areas:

* Monitoring and reporting to senior management, trustees and funders
* Database administration
* Data analysis
* Compliance, primarily in the areas of data protection and information governance
* Setting up/on-boarding new staff and volunteers with MiMH’s IT and systems.

**Principal Responsibilities**

1. **General**

* To be line managed by the Officer Manager but to manage own workload, prioritising tasks and working on own initiative
* To work in line with the aims and objectives of MiMH
* To ensure that all duties are carried out to the highest standard and in accordance with MiMH's quality standards
* To carry out all duties with due regard to MiMH's policies and procedures, including the equalities requirements
* To be committed to the work and purpose of MiMH and to promote team working
* To undertake other duties as may be reasonably determined by the senior management team and CEO
* Attend and participate in all continuing professional development (CPD) training.

1. **Operational**

* To support the management and development of data/information for operational, strategic, monitoring, reporting, and funding application purposes
* To assist with the development of the Charitylog and HubSpot databases
* To work with all projects and services to ensure appropriate support is available with regard to reporting, monitoring and evaluation
* To plan and monitor data collection and management - creating reports to ensure high standards of documentation regarding outcomes of services
* To offer 1-to-1, email, and telephone support to staff and volunteers in connection with data collection and evaluation
* To provide IT support in respect of Office 365 account set up and maintenance, password changes and cyber security awareness
* To assist with meeting data protection and information governance requirements in line with the NHS Data Security & Protection Toolkit, Mind Quality Management, and other quality standards
* To work in line with the aims and objectives of MiMH
* To establish a supportive and respectful relationship with staff, volunteers, and service users
* To attend meetings and training courses as required, including monthly supervision meetings and annual appraisals with the line manager
* To contribute to organisational development and sustainability
* To adhere to Health and Safety/Safeguarding guidelines to ensure safe working
* To provide verbal and written reports as may be required by the line manager, CEO and Trustees Board.

**Additional Requirements**

* Ensuring that all responsibilities are carried out in accordance with procedures and service user/funder requirements
* Adhering to MiMH’s Human Resources policies and procedures as outlined in the Staff Handbook
* Understanding the need for confidentiality when dealing with both internal and external information
* Understanding the importance of conforming to MiMH’s service requirements and service user needs
* Flexibility to work outside and/or in excess of standard hours when necessary to achieve required objective
* An understanding of MiMH’s services and the impact that poor service has on its service users and reputation
* Commitment to adhering to Health and Safety guidelines for safe working
* Adherence to Mind in Mid Herts infection control precautionary measures
* Adhering to legislative requirements
* 8-week notice period.

**Benefits**

* 25 days paid holiday per year, April 4th – April 3rd (pro rata for part time staff)
* Statutory bank and public holidays, (pro rata for part time staff)
* A contributory pension scheme
* 3 additional days’ leave - Birthday Leave, Wellbeing Day and one day volunteering for MiMH’s.
* Staff Training and Development
* Peer Support.

**PERSON SPECIFICATION**

|  |  |  |
| --- | --- | --- |
| Business Support Administrator | **Desirable**  **Criteria** | **Essential**  **Criteria** |
| Qualifications |  |  |
| A professional qualification or equivalent degree/experience in Business Support, IT and/or data management (someone in training will be considered) |  | **\*** |
| Experience |  |  |
| Working with people with mental health problems | **\*** |  |
| Data collection and management |  | \* |
| Creative and flexible approach to working with people |  | **\*** |
| Evaluation and reporting processes |  | \* |
| Microsoft Excel and data analysis |  | \* |
| Charitylog database and/or HubSpot CRM | \* |  |
| Outcome measurement tools such as IAPT compliant outcomes (PHQ9/GAD7), Warwick Edinburgh, Dialog and other intervention outcomes measures. | **\*** |  |
| **Skills and Abilities** |  |  |
| Work as part of a team; to develop good relationships with colleagues and people who use services. |  | **\*** |
| Microsoft PowerPoint, Publisher, Access and Excel |  | **\*** |
| Charitylog (data collection and recording system) | **\*** |  |
| IT literate |  | **\*** |
| Involve people who use services and carers in aspects of the work | **\*** |  |
| Communicate effectively and succinctly both verbally and in writing, including telephone skills, report writing and minute taking |  | **\*** |
| Working by oneself and on own initiative |  | **\*** |
| Prioritise and effectively manage time and resources to achieve best outcomes |  | **\*** |
| Budget administration and project management skills | **\*** |  |
| **Personal Qualities** |  |  |
| Understanding of, and a personal commitment to Equality and Diversity and how this applies to mental health services |  | **\*** |
| Work flexible hours including some unsocial hours |  | **\*** |
| Positive, dynamic, and optimistic – a can do attitude |  | **\*** |
| Passionate about mental health and the charity sector |  | **\*** |

**Application Form**

|  |  |
| --- | --- |
| **Applicant Initials:** |  |
| **Post Applied For:** | Business Support Assistant |
| **Post Reference Number:** | BSA/15 |

**Using this form**

All fields on this form are to be completed and sent by email to [recruitment@mindinmidherts.org.uk](mailto:recruitment@mindinmidherts.org.uk), or by post to Mind in Mid Herts, 11 Hatfield Road, St Albans, Herts, AL1 3RR, quoting the job title, reference number and your name in the subject. Where a table does not have enough fields, please add additional rows.

**Data Protection**

In accordance with Mind in Mid Herts’ (MiMH’s) Data Privacy Notice, we take care to ensure that all applicant data is appropriately and securely stored and handled. The information on this sheet will be held securely with MiMH, and will be anonymised when sent to recruiting managers. If an applicant is not appointed for a post, their application and personal details forms will be destroyed. Where an applicant is appointed, their application will be moved into an employee folder and remain as long as the employee is employed at MiMH.

For full details of MiMH’s approach to Data Privacy and protection, please request our Data Protection Policy.

**Criminal Convictions**

As part of its equal opportunities policy, Mind wishes to ensure it does not discriminate against ex-offenders. If you have any convictions that are **unspent** under the Rehabilitation of Offenders Act 1974, please supply details of your conviction(s) via the **personal details form**.

Some posts within MiMH are exempt from the Rehabilitation of Offenders Act 1974 as they involve working with vulnerable adults and/or children and young people and will require a Disclosure and Barring Service (DBS) check. If you have applied for an exempt post, please supply details via the **personal details form**.

**Eligibility to work in the UK**

If there are any restrictions regarding your employment in the UK (e.g. you require a work permit), please supply details via the **personal details form**. Please note that MiMH is not able to sponsor visas.

**Personal Details**

|  |  |
| --- | --- |
| **Surname** | |
| **Forenames(s)** | |
| **Address** | |
| **Postcode** | |
| **Telephone (Home)** | **(Mobile)** |
| **E-mail address** |  |

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| --- |
| Please note any disability or other medical condition which may require special attention at the interview or in the job.  Would you like to tell us anything that we can do or not do that will help you to show your best self in the interview or application process for this role? |

**Education**

Please give details of your education and all exams passed.

|  |  |  |
| --- | --- | --- |
| **Date** | **School/Institution** | **Exams passed** |
|  |  |  |

**Relevant Training Courses**

Please give details of all training courses.

|  |  |  |
| --- | --- | --- |
| **Date** | **College/Institution** | **Course, Qualifications, etc.** |
|  |  |  |

**Present (most recent) Employment/Voluntary Work**

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| --- |
| **Employer’s name and address** |
| **Position held** |
| **Dates** |
| **Salary** |
| **Brief description of duties** |

**Previous Employment**

|  |  |  |
| --- | --- | --- |
| **Dates** | **Employer** | **Position Held** |
|  |  |  |

**Personal Statement**

|  |
| --- |
| **We require a personal statement -** Please give a statement regarding how you meet the requirements of the role to which you are applying. You should give details of all relevant experience (please refer to person specification), interests, voluntary work, etc. and specify your reasons for applying for the vacancy. Continue on a separate page if necessary.  **Please note that CVs are not considered as part of the selection process.** |
|  |

**Referees**

One of your referees should be your present or most recent employer and your second reference needs to be someone who has known you for at least 1 year. References must not be provided by a relative or someone sharing your home.   If this is not possible please do continue your application and give us the reasons for not being able to supply these references and we will take that into consideration. We will not contact your present employer without your permission.

|  |  |
| --- | --- |
| **Name** | **Name** |
| **Address** | **Address** |
| **Status** | **Status** |

|  |
| --- |
| In the past two years, how many sick leave days have you taken in your present employment? |
| When can you start? |
| An enhanced Criminal Records Bureau Disclosure is required for this post. |
| Have you worked for Mind in Mid Herts in the past in any capacity? |

**Declaration**

I confirm that to the best of my knowledge all information I have given in my application is correct and can be treated as part of any subsequent contract of employment. Any false, deliberate omission or misleading information may be sufficient cause for rejection or, if employed by MiMH, for dismissal.

Signature

Date

I agree MiMH can approach any of my previous employers for a reference to confirm that any information given in relation to my application is correct.

Please tick this box to confirm ☐ Date:

Where did you hear about this vacancy? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Equal Opportunities Monitoring Form**

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **1.Please tell us your Age:**   |  |  | | --- | --- | | 16-24 |  | | 25-44 |  | | 45-64 |  | | 65+ |  | | Rather not say |  | |  | 1. **Do you consider yourself to have a disability?**     Yes  No  Rather not say  **2b. If yes do you have a:**    Physical Impairment  Sensory Impairment  Learning Disability  Mental Health Condition (Long Term)  Other Health Condition (Long Term) |

|  |  |  |
| --- | --- | --- |
| 1. **Ethnicity**   **Asian or Asian British**  Bangladeshi  Indian  Pakistani  Any Other Asian Background  **Black or Black British**  African  Caribbean  Any Other Black Background  **Mixed**  White and Asian  White and Black African  White and Black Caribbean  Any Other Mixed Background |  | **White**  White British  White Irish  Any Other White Background  **Other Ethnic Group**  Chinese  Any Other Ethnic Group  Please state: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Rather not say |

|  |  |
| --- | --- |
| 1. **Nationality**   Please state: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |

|  |  |
| --- | --- |
| 1. **Gender**   Female  Male  Rather not say | **5b. Gender Reassignment**  Do you now, or have you ever considered yourself to be transgender? (tick if yes) |

|  |  |
| --- | --- |
| 1. **Religion or Beliefs**   Atheism  Agnosticism  Buddhism  Christianity  Hinduism  Humanism  Islam  Jainism | Judaism  Sikhism  Any Other Religion/Belief  Please state: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  No Religion or Belief  Rather not say |

|  |  |
| --- | --- |
| 1. **Sexual Orientation**   Bisexual  Gay Man  Heterosexual | Lesbian/Gay Woman  Other  Rather not say |

|  |
| --- |
| 1. **Are you currently providing support to a partner, child, relative, friend or neighbour who could not manage without your help or/and support?**   Yes  No  Rather not say |

*We are asking you to provide us with anonymous information to help reach as many communities as we can. All questions are optional and if you prefer not to it does not in any way affect your access to services or employment. Thank you.*