Dear Applicant,

Thank you for your interest in this post of **HR/Reception Administrator**. This is a key role in our organisation as it is often the first contact with people seeking help and support.

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 4th June 2025.**

Interviews will be held on **Wednesday 18th June 2025** in St Albans**.**

We look forward to reading your application.

Yours faithfully,

**Bal Bhathal**

**Office Manager**

**About Mind in Mid Herts**

Do you want to support people with mental health issues? Are you calm, non-judgmental and able to work effectively with people experiencing emotional distress? 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.”***

Mind in Mid Herts has a strong track record of delivering care and support working with people on their pathway to recovery. 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 do not advocate short-term measures but to be a part of a long-term strategy.

We have been operating in St Albans for over 40 years, in 2007 we merged with Welwyn Garden City Mind and became Mind in Mid Herts, and following that we opened centres in Stevenage (2008), Hertford (2009) and Hatfield (2024).

We supported 3171 people last year. Our services are designed to empower people to take control of their mental health and recovery. We support people through an extensive programme of activities including:

* Psychological therapies (face-to-face)
* Employment support
* Outreach to those unable to reach our centres
* Specialist support e.g. Male/Female/LGBTQ+
* Living Well courses
* Social support groups (activities providing shared interests to bring people together)
* Stepping Stones (hospital discharge service)
* Peer support – these groups are led by people with lived experience.

**JOB DESCRIPTION, HR/Reception Administrator**

Reporting to: Office Manager

Responsible for: A range of HR, reception and administrative duties in support of staff and line managers across MiMH

Duration: 12 months fixed term contract

Hours: Part time – 19.5 hours per week (Monday, Tuesday and Thursday) with flexibility to cover Wednesday or Friday as required

Salary: £24,242 per annum, pro rata

Location: The jobholder will be based in our St Albans office with occasional travel to our other centres (Stevenage, Hertford and Hatfield)

Closing date: 12 noon, Wednesday 4th June 2025

Interviews: Wednesday 18th June 2025

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**

To fulfil a range of HR, reception and administrative duties in support of staff and managers across MiMH. The recruitment process will be a particular focus, and the jobholder will also be required to provide regular cover for reception and administrative duties as required.

**Principal Responsibilities**

* Manage the recruitment process including:
  + Checking, finalising and publishing application documentation
  + Sending out documentation to applicants and responding to queries
  + Checking completed applications and liaising with applicants regarding the process
  + Compiling information for interview panels to support shortlisting
  + Setting up and managing interviews
  + Communicating with candidates pre- and post-interview, including declining unsuccessful candidates and organising feedback.
* Support the new starter process including:
  + Requesting references and following up as needed
  + Liaising with colleagues to ensure the new starter is DBS checked
  + Liaising with line managers regarding the induction process and information required to set up the new starter with necessary systems access.
* Ensure that HR trackers and databases are updated with necessary information.
* Respond to queries from staff and managers that come through the HR inbox, taking action as needed to resolve queries.
* Support the administration of the HR system by:
  + Setting up new starters and inputting changes e.g. to working patterns or holiday entitlements
  + Supporting the year-end process e.g. updating holiday allowances and processing carryover
  + Running reports and making checks to ensure compliance with HR policies and procedures
  + Liaising with line managers to obtain and upload necessary HR information.

* Provide essential cover for reception and administrative duties as required, including:
  + Meeting and greeting visitors, clients, service users, staff, volunteers and contractors, ensuring all sign in and are directed correctly and efficiently
  + Taking calls coming into our central phone line and following up any actions
  + Responding to emails that come through the central inbox
  + Inputting information to the client management system
  + Providing information and signposting
  + Processing referrals to our service, acknowledging and supporting service users through the registration process
  + Processing course bookings.
* Take minutes in meetings as required.
* Carry out other general administrative duties in support of the Office Manager, the wider team and department.
* To be aware of the boundaries, policies and procedures of MiMH.
* To act as a positive role model, showing professional and caring attitudes and behaviour towards other team members, partners, service users and carers.
* To attend training as agreed with the line manager.
* 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 undertake other duties as may be reasonably determined by the line manager and senior management team.

**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 objectives.
* 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.
* Adhering to legislative requirements.
* 2 months’ 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 Volunteer Day for Mind in Mid Herts
* Staff Training and Development
* Peer Support.

**PERSON SPECIFICATION**

|  |  |  |
| --- | --- | --- |
| Receptionist/Administrator | **Desirable**  **Criteria** | **Essential**  **Criteria** |
| Qualifications |  |  |
| HR/IT qualification or similar (e.g. Business) | **\*** |  |
| Experience |  |  |
| Experience of answering calls and providing information |  | **\*** |
| Experience of working in an administrative role |  | **\*** |
| Experience of working in an HR role | **\*** |  |
| IT literacy (use of Internet, email, word and excel) |  | **\*** |
| Experience/awareness of mental health | **\*** |  |
| **Skills and Abilities** |  |  |
| Ability to work flexible hours |  | **\*** |
| Working as part of a team |  | **\*** |
| Ability to deal with stressful and difficult situations in a calm manner |  | **\*** |
| Ability to communicate effectively in person, via email and on the telephone |  | **\*** |
| Ability to deal sensitively and professionally with telephone enquiries from a wide range of callers, some of whom may be in distress |  | **\*** |
| Ability to prioritise and manage workload |  | **\*** |
| Ability to maintain confidentiality |  | **\*** |
| Ability to stay calm, patient and non-judgmental |  | **\*** |
| Attention to detail |  | **\*** |
| A flexible attitude with a willingness to learn |  | **\*** |
| Understanding of, and a personal commitment to, Equality and Diversity and how this applies in particular to mental health services |  | **\*** |
| A can-do attitude |  | **\*** |

**Application Form**

|  |  |
| --- | --- |
| **Applicant Initials:** |  |
| **Post Applied For:** | HR/Reception Administrator |
| **Post Reference Number:** | HRA/19.5 |

**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** |  |

|  |
| --- |
| 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**

|  |
| --- |
| **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**

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **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.*