

# Team Administrator

Job Description

Registered Charity: 1113751

May 2024

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## **Wiltshire Mind – Team Administrator**

### **Job Summary:**

We are an independent charity supporting people in Wiltshire. Our low-cost services are accessible for everybody in our community. Wiltshire Mind is now entering a new phase of our work, expanding traditional services across the county, and introducing innovative mental health and wellbeing support to our communities.

We are seeking a passionate and experienced Team Administrator to provide comprehensive administrative support across our service delivery and fundraising sides of our charity.

As a member of our small team, you will play a key role in being the first line of contact for many of our enquiries and also ensuring the essential administration work that helps keep us running.

### **About the role:**

This is an exciting, yet demanding new role for Wiltshire Mind, as we try to reach more people with our support across our county.

The Team Administrator is the first point of contact for our charity, so this is an important role in demonstrating our values, through the professionalism of our work. We rely on our Team Administrator to communicate effectively and efficiently internally and externally with a range of stakeholders from clients and delivery partners to trustees to funders.

We are a small charity, where everyone works together to deliver the very best we can in mental health support for our beneficiaries. Having an interest or lived experience in mental health is helpful, as empathic communication with our clients is important.

Time management is critical, as is the ability to demonstrate organisational skills to deal with a multitude of tasks. If you like to be kept busy and can work at pace – this role may be ideal for you. Strong IT skills are of benefit too, as we use a number of systems to collate, record and report on our work. We also link to other IT systems. A working knowledge of the Microsoft 365 suite would be crucial, including PowerPoint, as our successful candidate will be helping produce reports and materials which will be seen by many others.

As well as general on-the-job training, the Team Administrator will also be required to train for the following key roles of First Aider and Fire Warden, representing our office in Trowbridge.

## Key Responsibilities:

- Liaising with and booking counselling sessions for adults and young people
- Maintaining client records and data on our Client Management System
- Producing data and reports on our service delivery performance
- Arranging our Support Groups, and liaising with our volunteers who help run them
- Financial/accounts administration, including keeping track of project expenditure
- Handling incoming general email correspondence
- Answering telephone calls from our new and existing clients
- Organising meetings and producing agendas and minutes
- Help arrange and attend occasional fundraising events and representing Wiltshire Mind (about 3 per year)
- Contacting donors and fundraisers and answering correspondence relating to their fundraising activities
- Building relationships with our community to support our work
- Organising social media and other local publicity work
- Liaison with our IT providers
- Maintain our e-files, ensuring our document control processes are up to date and working closely with our Business Support Lead to maintain our governance records
- Work closely with our Business Support Lead to keep our policies up to date

## Qualifications and Essential Skills:

- Administrative skills
- Interest in raising awareness and funds for our charity
- Flexibility
- Ability to learn quickly and take on tasks outside your skill set
- Willingness to do routine tasks
- Interpersonal skills
- Organisational skills
- Social media and IT skills
- Confidence working with people from diverse backgrounds.

## Benefits:

- Competitive salary and pension benefits
- Flexible working arrangements
- Positive work/life balance
- Training and support provided.

### **Help make a difference:**

- Opportunity to make a real difference to the lives of people affected by mental health.
- Chance to work with a passionate and dedicated team.
- Room for professional growth and development.

Part-time role – approximately 16 hours per week

Location: Trowbridge

### **For more information:**

**Salary:** negotiable

Email [philippa.collins@wiltshiremind.co.uk](mailto:philippa.collins@wiltshiremind.co.uk) for more details.

Thank you for showing an interest in the role of Team Administrator at Wiltshire Mind.

### **Wiltshire Mind**

Wiltshiremind.co.uk

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