

Administration Team Lead

Job description

Job Title:	Office Manager
Hours:	28 hours per week (days negotiable but need to be consistent)
Salary:	7 hours @ £16.37/£17.02 per hour (unqualified/qualified to NVQ level 4 Management) 21 hours @ £14.00/£14.56 per hour (unqualified/qualified to NVQ level 3 Administration)
Holiday:	5 weeks per annum (pro rata)
Responsible to:	Operations Manager
Supervisory responsibility:	Other staff members of the Administrative Team (Currently 2)
Base:	Llandrindod Wells Office
Probationary period:	6 months
Contract term:	31 st March 2027 (with a view to continue)

Job Purpose

To lead and support Mid & North Powys Minds' (MNPMind) Administrative Staff & Volunteer Team, ensuring its effective function, in conjunction with your line manager.

Main Duties

1. Induct, supervise and coordinate the work of all other staff members within the Administrative team and oversee the effectiveness of their main duties.
2. Develop and maintain MNPMind's website
3. Oversee creation of service and organisational posters and literature, following Mind branding guidance.
4. IT:
 - a. Troubleshooting IT issues across the team
 - b. Advising on IT purchases
 - c. Setting up new hardware and software for the organisation
 - d. Managing websites (both MNPM's and IWSS)
 - e. Managing team access to Canva
5. Social Media:
 - a. admin responsibility for all Facebook/Instagram and X accounts belonging to MNP Mind
 - b. Uploading posts to Social media when required and overseeing posts made by other members of staff
6. Lamplight (MNPMind's database):
 - a. Fixing system set-up/design problems
 - b. Pulling data reports for funders

- c. Devising new ways to meet the recording and reporting requirements of funders/the organisation
 - d. Troubleshooting
- 7. Finance:
 - a. Paying invoices weekly
 - b. Sending off invoices as and when required, including monthly contract invoices and checking status of these invoices
 - c. Keeping Sage up to date, including monthly bank reconciliations, petty cash accounts reconciliation and running of monthly and recurring journals
 - d. Claiming gift aid for the organisation
 - e. General banking
 - f. Donation thank you letters
 - g. Updating finance info on Drive
 - h. Payroll, in liaison with our accountants and Operations Manager
 - i. Managing MNPMind's on-line donation systems
- 8. Updating the Companies House and Charity Commission website with accounts information and ensuring Directors details are up to date, including carrying out annual Trustee checks
- 9. Being responsible for our office petty cash system and its accurate recording
- 10. To be aware of all aspects of MNPMind's services
- 11. Answer MNPMind's main office phone line:
 - a. Ensuring phone line cover (between the Admin team) all weekdays (excluding bank holidays)
 - b. In a timely & effective manner, responding to professional queries and requests for information
 - c. Responding to voicemails
 - d. Listening to client stories, guided by our Working Principles (or values of support) understanding need and effectively matching that to available MNPMind and external services.
 - e. Immediately escalating emergency client needs.
- b. To receive people, in person when the office is open, listening to their story and signposting them appropriately.
- 12. Being responsible for the admin@mnpmind email address, which is the primary email contact for the organisation and the organisational WhatsApp account, ensuring queries are effectively responded to and people effectively supported, pulling in the rest of the administrative team when required.
- 13. Google Workspace oversight for the organisation (with Administrative support) including:
 - a. Creating new staff and volunteer email addresses & deleting old ones
 - b. Managing our shared Drive and staff & volunteers access to it
 - c. Managing chat access
- 14. Monitoring compliance with 2 step authentication, permitted apps and other GDPR and Cyber Security needs
- 15. MNPMind internal premises and Health & Safety oversight (with Administrative support):
 - a. Ensuring our premises are safe, welcoming and conducive of effective client support, including overseeing external cleaners
 - b. Ensuring there is an up to date calendar of scheduled servicing and maintenance requirements and that these are carried out in a timely and effective manner.
 - c. Oversight of relevant Health and Safety tasks including fire alarm tests, drills, emergency lighting checks and monthly inspections.

- d. Ensuring building risk assessments are up to date and effective
 - e. Escalating risks to your line manager and booking repairs, as and when required.
 - f. Managing all utility contracts
16. Ensuring administrative adherence to MNPMind's GDPR Policies
 17. Ensuring MNPMind's compliance with Cyber Essentials
 18. Updating external directories
 19. Ensuring MNPMind has an effective way to track lieu time and working hours across the staff team
 20. To attend training courses as and when necessary, as identified or agreed with your line manager
 21. Taking on new tasks within the remit of administration, as and when needed, under the direction of your line manager.
 22. Work within the ethos of Mid & North Powys Mind and its working principles
 23. Willingness to work weekends and unsociable hours, when necessary

Person Specification

Experience and Qualifications

- Excellent IT skills in some or all of the following; Google workspace, databases, Word, internet use (including website design/maintenance), Publisher, Canva, publicity material design
- Highly experienced in performing administrative tasks and using office equipment
- Excellent digital communication skills (including social media)

Knowledge

- Ability to work with mental health service users and an appreciation of their needs
- Excellent knowledge of IT systems

Essential Qualities

- Excellent communication skills
- Ability to work unsupervised and as part of a team
- Hardworking
- A commitment to Equal Opportunities.
- Prepared to work unsociable hours, where lieu time will be granted

Desirable Qualities

- NVQ Level 3 Administration
- NVQ Level 4 Management
- Ability to speak Welsh or a willingness to learn.
- Relevant experience within the voluntary sector