

Content Creator/Administrator

Job description

Job Title:	Content Creator Administrator
Hours:	14 hours per week (days negotiable but need to be consistent)
Salary:	£13.52/£14.06 per hour (unqualified/qualified to QCF/NVQ level 2 Administration or equivalent) (up to 6% pensions contribution)
Contract term:	30 th September 2027 (with a view to continue)
Holiday:	5 weeks per annum (pro rata) plus bank holidays
Responsible to:	Office Manager
Base:	Llandrindod Wells office
Probationary period:	6 months

Mid & North Powys Mind is committed to equality of opportunity, to being fair and inclusive, and to being a place where all belong. Therefore, we particularly encourage applications from individuals who are underrepresented in the social care workforce. These include people from Black, Asian and minority ethnic backgrounds, disabled people, people with lived experience of poor mental health and individuals from the LGBTQIA+ community.

Job Purpose

In conjunction with the Office Manager, to ensure the effective running of Mid & North Powys Mind's (MNPMind) offices and administrative systems.

Main Duties

1. To be aware of all aspects of MNPMind's services.
2. Social media:
 - a. In conjunction with the Office Manager, compile a schedule of regular posts across Facebook and Instagram, maximising our reach and effectiveness.
 - b. Check and respond effectively to queries that come in across these platforms.
 - c. Create content for social media channels, including videos, in conjunction with the Office Manager, following Mind branding guidance.
 - d. Developing the effective promotion of service outcomes through social media, in conjunction with the Office Manager, using content from Team Meetings and the Development & Operations Manager and funder reports.
3. MNPMind staff & volunteer team support:
 - a. Supervise any Administrative Volunteers and encourage these volunteers to meet their potential and develop their roles within MNPMind
 - b. Taking minutes at Team Meetings and distributing around the team
 - c. Act as first point of contact for internal IT questions and problems
 - d. Photocopying and printing for services when required
 - e. Administrative tasks, as and when required by the Development and Operations Managers, for effective service provision. Such as printing, mail outs, etc.

- f. Create service and organisational posters and literature, following Mind branding guidance
4. Lamplight (MNPMind's database):
 - a. Inputting new clients, adding clients to bookable sessions, recording relevant work records
5. Answer MNPMind's main office phone line (with training & support):
 - a. In a timely & effective manner, responding to professional queries and requests for information
 - b. Responding to voicemails
 - c. 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.
 - d. Immediately escalating emergency client needs.
6. To receive people, in person when the office is open, listening to their story and signposting them appropriately.
7. To attend training courses as and when necessary, as identified or agreed with the Office Manager
8. Taking on new tasks within the remit of administration, as and when needed, under the direction of the Office Manager.
9. Work within the ethos of Mid & North Powys Mind and its working principles
10. Willingness to work weekends and unsociable hours, when necessary.
11. Communications & Marketing:
 - a. Market and promote the services of Mid & North Powys Mind, including digitally, disseminating posters and on social media.
 - b. Maintain and update accurate organisational information on third party websites
 - c. Create a bi-monthly newsletter and maintain and develop mailing lists for members and organisations.
12. To ensure the Organisation's adherence to ethical employment within supply chains

Person Specification

Experience and Qualifications

- Excellent IT skills in some or all of the following; databases, Word, internet use, Canva, email, creating digital content
- Experienced in performing administrative tasks and using office equipment
- Excellent digital communication skills (including social media)
- Excellent customer service skills

Knowledge

- Ability to work with mental health service users and an appreciation of their needs.
- A clear understanding of confidentiality, safeguarding and information sharing
- IT systems

Essential Qualities

- Ability to reflect, learn, adapt and make changes
- Ability to work on own, set own priorities and take initiative
- Ability to work within a team
- Ability to support people to access information and resources

- Ability to manage administration and evaluation procedures using computerised systems
- Ability to listen actively and with empathy
- Excellent communication skills

Desirable Qualities

- Willingness to learn or ability to speak Welsh.
- Relevant experience within the voluntary sector.
- QCF/NVQ level 2 Administration or equivalent (or a willingness to undertake this if contracts are extended)