# Job Specification

**Job Title:** Executive Assistant/Office Administrator

**Salary:** £28,000

**Hours of work:** 37.5hrs

**Contract type:** Permanent

**Reports to:** Office Manager

**Location:** Central Bath Office

**About Bath Mind**

Bath Mind was established in 1998 by a group of local people with lived experience of mental ill health who wanted to provide information and activities for people in the community.  Since then we have worked hard to develop what we do in response to local needs.

Many of our current staff have lived experience of facing mental health challenges; we have a greater understanding of the community that we support.

We are in contact with over 4000 people annually to improve, prevent and maintain mental health and wellbeing.

While we are affiliated to national Mind, we receive no direct funding from them. We are a self – sustaining, independent locally run charity.

**Overall Responsibilities**

To provide a comprehensive, efficient and professional administrative service to the Board of Trustees and Senior Leadership Team (currently four senior staff).

To be highly organised and able to oversee administrative requirements of the Leadership Team, maintaining discretion and confidentiality at all times.

To ensure that governance procedures and timescales are maintained.

To support the day to day running of a busy office environment.

**Communication Responsibilities**

To adopt a team approach and be a proactive team member

To be non-judgemental and empathetic

To adhere to the policy of confidentiality and sharing of information

To be non-discriminatory

To promote positive perceptions of Bath Mind at all times

To liaise with users of Bath Mind services as required

To maintain positive working relationships with other employees and volunteers of Bath Mind

To attend supervision, appraisals and team meetings

To attend training and relevant courses for professional development

**Specific Responsibilities**

To provide all aspects of administrative support to the Leadership Team, attending meetings and minute taking, as required.

To be responsible for the scheduling of meetings and resolving diary conflicts.

To prepare documents for members of the Leadership Team in advance of meetings, including agendas, papers for circulation, memos or presentations. To manage minutes and action logs.

To be responsible for overseeing the administration of the board of trustees – preparing and sending out papers, facilitating the practicalities of the meeting and attending to take minutes and following through on specific actions.

To take the lead in ensuring compliance with governance, including updates and amendments for Charity Commission, Companies House or other regulatory bodies.

To maintain and update trustee / members records.

To provide effective support as part of a small team of office staff.

To be the first point of contact for phone calls and emails.

To have a broad knowledge of the full range of Microsoft Office tools available to a high level and how they can be used to support administrative functions, including development of PowerPoint slides, excel action logs.

To deal with sensitive information, ensuring confidentiality is maintained at all times.

To make all necessary arrangements in relation to travel, accommodation etc. for senior staff and trustees attending external meetings.

To organise and arrange events, including but not limited to conferences, away days, AGMs or other stakeholder meetings.

To deal with telephone calls sensitively, recording messages and ensuring these reach appropriate staff members using agreed procedures.

To arrange and co-ordinate trustee inductions and ongoing training.

To create, update and maintain key distribution lists.

To develop and administer effective and efficient filing systems for senior management, when required (electronic & paper).

To ensure that all activities undertaken on behalf of Bath Mind, externally or internally, are executed in accordance with the overall aims of the organisation and in line with policies and procedures.

To manage the arrangements for maintaining stocks of stationery & office equipment

To liaise with suppliers, compare prices and organise a change of suppliers if required

To support the Office Manager with Health and Safety administration and tasks

To sort and distribute mail to the appropriate people

To provide administration support to the training coordinator

To participate in personal supervision/ appraisal with the Office Manager and attend training as appropriate.

To undertake these duties in a framework that recognises the diversity of employees and encourages equality of opportunity for all.

To undertake any other duties as delegated, which are deemed appropriate within the responsibilities of the post and following consultation with the post holder.

**Benefits**

25 day’s holiday per year + Public and Bank Holidays

Workplace Pension Scheme

Sick pay

Employee Assistance Programme

Eligibility for charity discount via Blue Light Card

Free membership to the [Soul Spa](https://www.thesoulspa.co.uk/?gclid=EAIaIQobChMIyNyTiIav9wIV0YBQBh2voQAMEAAYASAAEgLjIvD_BwE) in Bath

**Person Specification**

Bath Mind is dedicated to supporting staff to enable them to carry out the role and responsibilities to the best of their ability and we are committed to developing staff with a comprehensive training package.

**Essential**

Experience of working in a busy administrative environment, ideally supporting Senior staff and a board of trustees

Experience of delivering to agreed timeframes and meeting deadlines.

Excellent communication skills, both verbal and written.

Ability to work on own initiative and as part of a team.

Ability to work under pressure, with a range of complex and competing needs.

Ability to research and disseminate information.

Good time management and excellent planning / organisational skills.

Attention to detail at all times.

Ability to prioritise tasks and manage workload, working within strict deadlines.

Fully computer literate with a good working knowledge of Microsoft 365 and programmes such as Word, Excel and Powerpoint. Confident using Teams, Outlook and managing Calendars.

Enthusiastic, innovative, and with a flexible approach including working occasional evenings, agreed in advance.

Commitment to our Equality, Diversity and Inclusive values.

Committed and supportive approach to the strategic aims of the Organisation.

Commitment to Bath Mind’s values.

Ability to manage challenging situations professionally and effectively.

Commitment to maintaining confidentiality and GDPR procedures at all times.

**Desirable**

An understanding of mental health issues.

Knowledge of Charity governance and regulatory bodies.

**Our Inclusive Recruitment Commitment**

Bath Mind is committed to encouraging equality, diversity, and inclusion (EDI) throughout our entire workforce. The aim is for our workforce to represent the diverse society we live in, and that our employees, volunteers, and clients feel respected and heard by Bath Mind.

We have active staff and volunteer networks for staff, volunteers, and EDI allies, and encourage new staff to ask questions and join if they are interested. Bath Mind is growing to fulfil our ongoing commitment in inclusion in the workplace. As an organisation that prioritises the mental health and wellbeing of all, we are determined to create meaningful and lasting equitable change across our charity.