



Job Description

WomenCentre Mental Health and Well Being Service

Admin and Systems Worker

30 hours per week until March 2018

Scale 5 Pt 22-25 (pro rata) £20 661- £22 658 pro rata

This post will be based at WomenCentre Kirklees Office in Huddersfield

Primary purpose of the post

1. To provide comprehensive administrative support with a full understanding of the systems and processes that facilitate the specialised mental health and well being service in Kirklees and the 1325 Big Lottery funded project that supports girls and young women aged 13 to 25.
2. To sustain and further develop appropriate systems with the projects supporting staff to enable effective and efficient service delivery that support, facilitate and complement our whole woman approach with women with complex needs across Kirklees.
3. To work closely with the other administrative and systems office staff. This will include day to day support of the office based volunteers and trainees.

Duties and Responsibilities

- To lead on, manage and maintain our effective systems.
- To work closely with the Information Officer and the Service Manager to support compliance with the ongoing administrative contract requirements. This will involve having a 360 degrees overview of all administration, systems and processes in the team, supporting 1 to 1 case work, group work, and complimentary therapies and counselling systems etc.
- To undergo training on the Evid Impact Tracker and gain full competency in all aspects of data gathering, storing, recording and processing and be able to support wider team members when required.
- To create, maintain, develop and adjust systems and processes effectively to support and facilitate communication including social media, service delivery and data gathering.
- To be part of creating a welcoming atmosphere across all Kirklees based services.
- To have general administrative skills, including managing filing systems effectively and implementing measures around health and safety in the Kirklees sites with liaison with the H&S officer and the Service Manager.
- To offer administrative support to the Service Manager and team members, volunteers and trainees who deliver face to face work.
- To be an experienced user of Microsoft Office (Word, Excel, Outlook, PowerPoint, Publisher) and to be able undertake advanced word processing/typing/formatting (e.g. reports, letters, mail merge etc), create and manage spreadsheets and support other team members volunteers and trainees in this field.
- To be able to design publicity in compliance with the funders' requirements.
- To have general reception-related skills with competency in answering phones, message taking and the knowledge to be able to signpost women to other/relevant services.
- To attend all relevant team meetings and record the minutes of these meetings.

- To be able to work independently as well as in the team setting.
- To maintain confidentiality at all times.
- To work within the policies and procedures of WomenCentre.
- To value diversity and ensure equality and respect for every woman who uses our service.
- To undertake induction and relevant training.

Supervision Received

Supervision will be provided by the Women's Mental Health Service Manager, with guidance from the Information Officer.

Responsibility for Assets

- Premises, equipment.
- The post holder will have access to confidential and sensitive information.

Internal Contacts

- Staff, Volunteers, Board of Directors.

External Contacts

- Local voluntary and statutory organisations across Kirklees members of the public

This job description is subject to amendment at any time dependent on the needs of the WomenCentre.