



A MENTAL HEALTH SOCIAL MOVEMENT

OFF THE RECORD (BRISTOL)

8-10 WEST STREET, OLD MARKET, BRISTOL, BS2 0BH · 0808 808 9120
REGISTERED CHARITY #1085351 · OTRBRISTOL.ORG.UK

Job Pack

Administrative Assistant (Mental Health Support Team - MHST)

Thank you for your interest in this role, please find below some information to help you decide if you would like to apply. In the interests of equality CVs will not be accepted, so please apply via the website. Applicants will be assessed on their ability to meet the criteria listed in the Person Specification.

The closing date for this role is **25th February 2026 at 11:59pm** and interviews will be held on **5th March**. Candidates shortlisted for interview will be informed by email - we are not able to offer individual feedback to unsuccessful candidates at application stage.

If you have any questions about the role, contact Kate at kate.c@otrbristol.org.uk

Role Summary

Job Title	Administrative Assistant (MHST)
Salary	OTR Band A Starting salary £24,570
Hours	37.5 hours per week
Contract	Permanent
Leave	Flexible – our basic entitlement is 32 days (pro rata), however OTR operates a flexible annual leave policy which entitles you to request as much leave as you would like and need
Pension	With The People's Pension – up to 3% employer contribution on qualifying earnings
Location	Based at MHST, 2 Horfield Road, St Michael's Hill, Bristol, BS2 8EA and OTR, 8-10 West Street, St Phillips, Bristol, BS2 0BH, with regular travel across OTR's geographical footprint - Bristol, North Somerset, and South Glos. (BNSSG)
Accountable to	Project Coordinator (MHST Admin)
Job Purpose	<ul style="list-style-type: none"> • To offer efficient, effective and friendly administrative support to the service team • To maintain safe and secure records • To support data monitoring and service evaluation • To liaise with practitioners working in the team as appropriate • To manage room booking requests • To minute monthly service meetings and distribute • To process referrals and coordinate data entry • To oversee the day to day running of the building and resources. • Liaison between OTR/AWP premises • To work flexibly in providing appropriate support to colleagues
Key Relationships	<ul style="list-style-type: none"> • MHST Service Manager • MHST Clinical Manager • MHST Supervisors • MHST Practitioners • Data colleagues AWP/ OTR • Facilities & HR Manager • HIVE Team • OTR Marketing & Comms Team • AWP IT & Procurement • MHST Project Manager • Mental Health Leads • Operational Steering Group

Role Description

Administration	<ul style="list-style-type: none"> € To respect and maintain the confidentiality of all OTR/ AWP staff and Young People. € To act as the first point of contact for the team, taking incoming calls, emails etc, actioning and passing on messages as appropriate. € To implement shared systems of work to ensure the smooth running of the service and office. € Undertake general administrative duties for Service/ Clinical Manager as requested. € Manage room booking requests for Horfield Road and North Somerset. € Coordinate communication between team members, schedule meetings, distribute reports and keep all parties informed of service updates. € Ensure service information is up to date, relevant and appropriately displayed. Including the website is up to date. € To manage petty cash allocation and keep accurate records and receipts. € To attend team meetings with the wider team and contribute to ensuring the service is fit for purpose and delivering a robust service for young people.
Data Processing	<ul style="list-style-type: none"> € To ensure all data and personal records are handled sensitively and in accordance with GDPR and confidentiality policies. € To support the monitoring and evaluation of service delivery, producing reports as and when required. € To input IAPTUS referrals, update and monitor data when required. € To maintain up-to-date lists of schools and settings € To generate data reporting in conjunction with the needs of the clinical service manager and team manager. € Support practitioners to understand and use the data systems operated by AWP partners.
Facilities	<ul style="list-style-type: none"> € To help maintain office supplies and services. € Coordinate the ordering of supplies and provisions for the office. € Report any maintenance issues to Facilities & HR Manager. € Maintain a record of keys issued. € Issue and manage access cards and the access system. € Ensure shared spaces are kept tidy. € Carry out regular fire alarm tests. € Assist with the building risk assessments. € Carry out building induction with all new staff and volunteers. €
General	<ul style="list-style-type: none"> € Act as liaison between OTR & AWP premises. € To work flexibly and with initiative to meet the core aims of the service. € Assist with the induction of new staff. € Attend Team Meetings with HIVE/ MHST colleagues as requested. € To engage in training and development appropriate to the role € To commit to the core values of OTR, including young people's empowerment and participation. € To work within the spirit and framework of all OTR policies, governance, and delivery philosophy and to keep up to date with relevant training and professional development, especially in relation to Equality, Participation, Confidentiality, Vulnerable Adults and Child Protection and Safeguarding. € To ensure all paper and electronic personal records are managed and stored safely at all times. € To respect and maintain the confidentiality of all staff, volunteers and young people at OTR internally and with external agencies.

Person Specification

	Essential	Desirable
Education & Qualifications	<ul style="list-style-type: none"> A good general standard of education and a demonstrable ability to apply knowledge. 	<ul style="list-style-type: none"> NVQ Business Administration or similar.
Experience	<ul style="list-style-type: none"> Experience working administratively in a busy office environment. 	
Knowledge		<ul style="list-style-type: none"> Familiarity with Microsoft 365 and/or client record keeping software.
Skills & Abilities	<ul style="list-style-type: none"> Outstanding organisational skills. The ability to build and maintain constructive relationships within a team. Ability to multitask and prioritise own workload. Thorough, with the ability to pay close and rigorous attention to detail while working quickly. Excellent communication skills and ability to communicate with a diverse range of stakeholders. Ability to recognise and respect confidentiality and its limits. Excellent ICT skills. 	<ul style="list-style-type: none"> Confident and pragmatic under pressure.
Personal Qualities	<ul style="list-style-type: none"> Resilient; able to model good self care. Values led with a personal commitment to equality, diversity, social justice and change. A strong personal interest in and commitment to the mental health and wellbeing of children and young people. An approachable and friendly personality. A personal interest in and commitment to young people's mental health and wellbeing. Commitment to own professional development and willingness to undertake training necessary for the role. 	

About OTR and AWP

OTR and AWP work in partnership to deliver a high-quality mental health service for young people within the Mental Health Support Teams (MHST).

OTR

OTR is a mental health social movement by and for young people. The charity is at an exciting stage of its 60-year history and is proud to be reaching more young people than ever before (over 17,000) across Bristol, South Gloucestershire, and North Somerset with creative and diverse mental health and wellbeing information and support.

Our approach to mental health is grounded in a set of beliefs and assumptions that underpins all our work. We believe in celebrating diversity, empowering and mobilising young people to make change, and that catering to the unique strengths, interests and circumstances surrounding young people is key. Our approach centres on collaboration and partnership, building relationships between individuals, peers and communities.

Each day is as engaging and fulfilling as the last, and with a network of supportive, community minded people, we hope you'll feel welcome here. As a thank you, we like to compensate our employees for the important work they do with a range of benefits including a flexible leave policy, healthcare cost assistance with HealthShield, flexible and hybrid working arrangements, enhanced sick pay, parental leave, continual training and development, and many in-house events and initiatives.

At OTR, whatever your role or professional background, you will be expected to work in a way that is anti-oppressive and inclusive. A key focus for OTR is to develop an organisation that is inclusive for all but we do not claim to be experts in this. We are committed to continuous learning and improvement in these areas and invite you to join us on this journey.

OTR recognises the benefits to individual practice and organisational credibility of having a diverse community of staff and volunteers and to this end is continually working towards building and maintaining an environment which values and pursues diversity accordingly.

We recognise that tackling systemic inequality, prejudice, racism and oppressive practice requires each of us to actively engage, self-examine and make changes where necessary, to improve access and equitable experience for all in society and all of those who come through our doors at OTR.

What we value:

- **Championing Humanity:** valuing the inherent dignity of each and every person, supporting and celebrating expression of identity in all its forms
- **Being Curious:** taking an interest in how things work and could be improved, noticing and exploring perceptions and experiences whether collective or individual
- **Positive Disruption:** naming systems, structures, and attitudes that hinder supportive social change, seeking ways to overturn barriers to progress
- **Seed Sowing:** with an eye to the potential of the long term, seizing present moments and opportunities to set in motion shifts to benefit young people
- **Deeply Rooted:** carefully developing systems and processes that ensure our operations are secure, safe and dependable, supporting effective communication and making accountability clear

What we believe:

- Our offer should be inclusive of all cultures and identities
- Young people have unique strengths, interests and circumstances
- The world around us impacts our wellbeing

- Placing young people at the heart of our work
- Innovating and evolving to improve our offer for young people
- Relationships are what make the difference
- The power of partnerships

AWP

Your behaviours should reflect AWP **PRIDE** values:

Passion:

- Doing my best all of the time
- Everything I do is in the interests of everyone who uses our services
- I am positive and enthusiastic in my work
- I am receptive to new ideas and service improvements
- I actively seek opportunities to learn and develop

Respect:

- Listening, understanding and valuing what you tell me
- I show compassion and kindness at all times
- I am a team player and support my colleagues
- I listen carefully and communicate clearly
- I respond positively to differences of opinion

Integrity:

- Being open, honest, and straightforward and reliable
- I encourage and value feedback from others to help me develop
- I try to always do what I say I will do
- I am open and honest about when things have not gone well
- I raise concerns and report incidents that arise

Diversity:

- Relating to everyone as an individual
- I try to listen without judging
- I actively take account of the needs and views of others
- I understand and support the benefits that diversity brings to my team

Excellence:

- Striving to provide the highest quality support
- I set high standards for my work and personal conduct
- I plan my workload and deliver on my commitments
- I make best use of available resources
- I put forward ideas to improve the quality of services