



A MENTAL HEALTH SOCIAL MOVEMENT

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

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 **26th July at 11.59pm** and interviews will be held on **6th August** Candidates shortlisted for interview will be informed by email - we are not able to offer individual feedback to unsuccessful candidates.

To have an informal discussion about the role, contact **Kate - kate.c@otrbristol.org.uk**

Role Summary

Job Title	Administrative Assistant (MHST)
Salary	OTR Band A Starting salary £26,389
Hours	37.5 per week 1.0 fte
Contract	Fixed term for 12 months
Leave	Flexible - our basic entitlement is 32 days (pro rata). However, OTR operates a flexible leave policy and you are entitled 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 2 Horfield Road, St Michaels Hill, Bristol, BS2 8EA, OTR, 8-10 West Street, St Philips, Bristol, BS2 0BH and in locations across Bristol and South Glos.
Accountable To	Project Manager
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

- 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

- 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 & Training	<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 G Suite and/or client record keeping software.
Skills & Qualities	<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 us

What We Believe

- We believe that our offer should be inclusive of all cultures and identities
- We believe that young people have unique strengths, interests and circumstances
- We believe that the world around us impacts our wellbeing
- We believe in placing young people at the heart of our work
- We believe in innovating and evolving to improve our offer for young people
- We believe that relationships are what make the difference
- We believe in the power of partnerships

What We Value

- Collaboration
- Diversity
- Learning
- Sharing
- Participation
- Self-efficacy
- Self-care
- Transparency
- Agency
- Creativity
- Social Action
- Pragmatism

How We Behave

- We’re accommodating
- We’re integrated
- We’re thoughtful
- We’re supportive
- We’re open
- We’re resourceful
- We’re resilient
- We’re communicative
- We’re independent
- We’re imaginative
- We’re motivated
- We’re adaptable