



## Welcome to the McPin Foundation

Thank you for your interest in our organisation and this Administrator position.

### **About us**

The McPin Foundation exists to transform mental health research by placing people affected by mental health problems at its centre. Each of our employees is vital to us in delivering our mission, which is to 'champion experts by experience in research so that people's mental health is improved in communities everywhere'.

#### *Our Vision*

A world where the value of expertise based upon experience is recognised and is at the heart of all stages of mental health research

#### *Our Core Values*

We passionately believe involving people directly affected by mental health problems improves research

We are driven to produce work of the highest quality

We are inclusive and listen to all opinions and perspectives

We collaborate with others to deliver our mission

We care about the wellbeing of everyone connected with us

The post holder will join a busy team at the McPin Foundation, based in our offices in London. The team consists of researchers working on a range of studies, Public Involvement in Research staff, a policy manager, and a small Operations function. We also have a wider network of freelance and contracted peer researchers who work with us on specific projects around the country.

You can find out more about us at [www.mcpin.org](http://www.mcpin.org).

<b>Job Description</b>	
<b>Job Title:</b> Administrator	<b>Prepared by:</b> Research Director
<b>Location:</b> Head office (32-36 Loman street, London, SE1 0EH)	<b>Closing Date:</b> 5 <sup>th</sup> August 2016 at 17:00 <b>Interview Date:</b> Week commencing 15 <sup>th</sup> August
<p><b>Terms and conditions</b></p> <p>Hours: Full time 37.5 hours</p> <p>Salary FTE: Starts at £18,745.42, plus an Inner London Weighting allowance of £3,351</p> <p>Holidays FTE: 25 days plus 8 public holidays and 3 additional days at Christmas</p> <p>Employment status: Fixed term 2 years</p> <p>Probationary period: 6 months</p> <p>Notice period: 4 weeks</p>	
<p><b>About the job</b></p> <p>We are recruiting an Administrator to join this small but ambitious mental health research charity in Southwark, London, to provide vital administrative and project support to ensure the smooth running of the head office and core functions.</p> <p>We are looking for a highly organised ‘people person’ who will be able to carry out a range of day-to-day tasks including general administration and basic social media and communications tasks. The Administrator will also work to support our team of researchers, organising meetings, research related workshops and other events.</p> <p>The successful candidate will be working in a busy team based within an open plan, serviced office space in London SE1 which is shared with other charities. We occupy a 12 desk space and have links with a wider network of freelance and contracted researchers. The Administrator role is vital in helping our organisation to achieve our mission of transforming mental health research. The Administrator reports to our Operations Officer who will provide regular supervision and line management support.</p> <p>Because of the nature of our work, we actively encourage people with lived experience of mental health problems (personal or family/ friend) to apply.</p>	

## Key Responsibilities

### Office administration:

- Support the Operations Officer to effectively manage and organise the office and its staff in order to ensure the smooth running of all core functions, and to help maintain and improve the current central systems where appropriate

### Marketing and communications:

- Facilitate the effective promotion of the work of the McPin Foundation by ensuring communications are kept up to date and relevant. This will include coordinating and collating content for our quarterly e-newsletter, updating and monitoring the website and social media platforms (e.g. Facebook and Twitter) and coordinating the design and production of promotional materials
- Enable the smooth running of events by assisting with their organisation, and by communicating effectively with supporters, participants and the public

### Project support and administration:

- Provide administrative support for research projects including ordering materials, organising mail outs, recruiting participants to consultations and note taking as required. Ensuring the smooth running of meetings, Lived Experience Advisory Panels (LEAPs), promptly process invoices and payments and, where required, help with arranging interviews, provide transcriptions and carry out data-entry.

### Other:

- Comply with regulations including the Data Protection Act, as well as the McPin Foundation's policies and research governance framework, and show a commitment to personal development in order to deliver high quality work
- Undertake other duties appropriate to the grade of post as allocated by your Line Manager as part of working in a small team to deliver the McPin Foundation's mission, vision and values

The key responsibilities above give a broad outline of the functions of the post. However, these must be approached in a flexible manner. The post holder will be expected to adapt to changing circumstances and undertake other duties appropriate to the grade of post as allocated by your Line Manager, and as part of working in a small team to deliver a number of projects. Therefore the outline of responsibilities may change from time to time.

## Day to day tasks

On a day to day basis tasks will be varied, but will include:

- Keeping the office well organised and tidy, ordering stationery, carrying out printing tasks and coordinating desk space
- Dealing with queries from office-based staff (including IT related issues)
- Managing post, answering the phone, monitoring the general email account and dealing with external enquiries
- Sourcing and liaising with suppliers, printers, designers and other consultants

- Arranging travel and accommodation, booking meeting rooms, organising catering and refreshments for events
- Basic financial administration including processing invoices, receipts, petty cash, vouchers and supporting the payroll process
- Communications and social media tasks such as updating and monitoring the McPin website, coordinating the collation of the quarterly e-newsletter content, managing new subscribers, and scheduling social media posts
- Supporting the Operations Officer with staff recruitment and Human Resources data management
- Coordinating team meetings, taking and circulating notes

The Administrator will also provide specific project support and administration, including:

- Assisting with printing and mailing out of surveys and project materials
- Proofreading reports
- Organising project meetings and small consultation events
- Note/minute-taking as required
- Fielding enquiries from peer researchers, service users and their families
- Managing the process of voucher usage for payment to research participants
- Assisting with arranging interviews, transcriptions and data entry when required

### Competencies

A post holder who is meeting the requirements of this role will demonstrate the following competencies in their work:

- **Quality:** Understands scope of own role and how this may develop; works as an effective and responsible team member; prioritises and organises workload effectively; evaluates the quality of own and others' work; raises any quality issues and related risks to the appropriate person.
- **Equality:** Values people as individuals; takes into account own and others' behaviour and its effects on others and takes appropriate action when own or others' behaviours undermine equality and diversity.
- **Information:** Collates, structures and presents data/information using agreed systems and formats; presents information in a way that allows for retrieval of information within the appropriate timescales.
- **Communication:** Communicates effectively, using a range of different media, including email, telephone, social media and the web; maintains accurate and complete records consistent with legislation, policies and procedures; ensures effective communication with a range of people on a range of matters; constructively manages barriers to communication.
- **Team working:** Engages effectively with other team members and with opportunities to influence work objectives and planning; plans and coordinates work, responding well to changing circumstances and multiple priorities; provides effective and appropriate support to others, recognising individual needs and circumstances
- **Efficiency:** works effectively to deadlines, manages multiple tasks, requests help when appropriate

## Person specification

**E = Essential**

**D = Desirable**

### Knowledge

- Must have a good understanding of mental health and the impact of mental health problems on people's lives (E)
- Must have good knowledge and understanding of effective ways to communicate to range of different audiences, using appropriate communication platforms (E)

### Skill

- Must be adept communicator – oral and written skills to clearly articulate a vision, a topic, a piece of information appropriately to meet the needs of a target audience (E)
- Must be a highly organised and efficient worker, with the ability to manage competing priorities and work to deadlines (E)
- Must have excellent computer skills, particularly in using Microsoft Office software – word, access, excel, outlook (E) and wordpress (D)
- Must be numerate and able to organise financial information producing reports as required (E)
- Must pay attention to detail as demonstrated through proof reading and accuracy in writing for example website and newsletter (E)

### Experience

- Must have experience of working in an office environment, setting up and running administrative systems, producing quality communication materials and minute taking (E)
- Experience of organising small events (D)
- Experience of communicating through social media would be an advantage (D)
- Experience of data entry and transcribing (D)
- Personal experience of mental health issues – own, family, friend (D)

### Qualifications

- Appropriate level of education and qualifications in order to demonstrate clear ability in skills, knowledge and competency for this post (E)