

## Job Description & Person Specification

**Post: MHMA Administrator**

**Salary Banding: Level 3**

---

In my role as administrator, I have responsibility to provide a broad range of administrative duties and support to the Mental Health and Money Advice team, continually seeking opportunities to ensure that the service runs effectively and efficiently. I take responsibility for managing my workload, follow guidance to help the team to meet their outcomes and assist with the publicity and promotion of the service.

I am keen to develop my skills and undertake training in mental health, welfare rights and money advice, to broaden my understanding and ability to assist clients facing difficulties and in supporting the wider Mental Health and Money Advice (MHMA) service.

### **What I do and what I achieve**

- I work closely with MHMA Service Manager to achieve strategic and operational outcomes.
- I support the processing of client enquiries, noting any communications on behalf of clients and signposting them as appropriate.
- I support MHMAS staff with case recording/data inputting, using our electronic case recording system and in verifying financial documentation with clients.
- I gather and help collate statistics for monitoring purposes.
- I provide administrative support to MHMAS colleagues, coordinate and collate administrative paperwork and file/allocate as appropriate.
- I provide general clerical support, including mail collection and posting, photocopying, email forwarding and response, diary management, meeting organisation, travel booking and minute taking.
- I support team members with organising events and training as required.
- I assist with the publicity and promotion of the organisation.
- I develop good knowledge of the perspectives of people affected by mental illness including their families, carers and supporters.

## Who I am

- I have previous experience of working in an administrative role.
- I have good time management skills and able to use my own initiative to make decisions about workload, priorities, and meeting deadlines.
- I am able to communicate with people and professionals from diverse backgrounds in a warm, patient, and sensitive way and can deal calmly with difficult situations.
- I have the ability to understand complex information and explain it in an accessible way.
- I am a strong team player, motivated to resolve problems and help others achieve outcomes.
- I am proficient in Microsoft Office packages, including Outlook, Excel and Word, familiar with database management systems and able to set up administrative systems and procedures for the service.
- I am able to analyse data for evaluation and monitoring purposes.
- I respect the confidentiality of others and will maintain the services confidentiality policy.
- I have an understanding of mental health matters, debt, and/or welfare benefits in Scotland.
- I am keen to develop my skills and knowledge by undertaking relevant training in mental health, welfare rights and money advice.
- My value base is consistent with the aims and objectives of Support in Mind Scotland.

## General Duties

- Act in accordance with Data Protection legislation. Ensure all records, personal, staff and client data are managed in line with Data Management and Information Governance policies
- Comply with legal and regulatory requirements such as provisions set out in the Health and Safety at Work Act 1974
- As with all employees, workers and volunteers; to encourage people to join Support in Mind Scotland as a member, donor or activist
- To act in accordance with the charity's Health & Safety and Safeguarding policies and to notify your line manager promptly if there are any concerns
- To participate in regular supervision and appraisal and undertake any relevant training as appropriate to the role
- To work in accordance with the charity's national policies and local operating procedures and those of external regulators or professional bodies.

This job profile and list of duties is not exhaustive and serves only to highlight the main requirements. The line manager may stipulate other reasonable requirements and projects commensurate with the general profile and grade of the post.