



Operations Administrator

Job Description

Location: Edinburgh – Office Based, Flexible Working Considered

Salary: £21,840

Contract: 35 Hours per week / Full-Time / Permanent

Directorate: Operations

Reports To: Director of Operations

Change Mental Health is a leading national mental health charity providing unique support to people with severe and enduring mental ill health. With over 50 years' experience across Scotland, we believe people affected by poor mental health and illness deserve the highest quality of support in the community and that every person has the right to be valued and to share in the opportunities, challenges, and joys of everyday life.

Working in the Operations Team at our National Office in Edinburgh, the role will provide administrative support across a breadth of key functions, from supporting HR, securely handling information, supporting the smooth running of National Office, signposting people to our Advice and Support Service, where appropriate, to collating paperwork and responding to general enquiries.

The postholder will take responsibility for managing their own workload and ensure they follow guidance to help the team meet their outcomes in a timely and efficient way. The postholder will also be expected to make suggestions and provide ideas to help the team develop new and better systems and procedures.

We are looking for an enthusiastic, committed person, with a 'can-do' approach to problem solving with a strong background in administration, or operations with appropriate skills and experience.

Key Responsibilities:

- Provide administrative support to the Operations Team namely through;
- Manage incoming calls and correspondence to the organisation in a supportive, professional and timely manner
- Provide general administrative support to the organisation including mail collection and posting, printing and photocopying, diary management, minute taking, document management and maintenance of office supplies
- Support with the annual GDPR review and cleansing of data where appropriate and in line with the organisation's policies and procedures
- Support the Operations Manager with any data processing for HR processes, including onboarding and offboarding of staff and volunteers
- Be willing to undertake training on key aspects of the organisation to meet the needs of the team
- Competently use internal databases such as Breathe HR and AdvicePro to record information
- Additional duties and projects as required by the Director of Operations

Essential Criteria:



- Previous experience of working in an administrative role
- Good time management skills and the ability to use own initiative to make decisions about workload, priorities, and meeting deadlines
- The ability to start and see through projects with a proactive, common-sense approach
- The ability to communicate with people and professionals from diverse backgrounds in a friendly, confident, and sensitive way
- Be a strong team player, motivated to resolve problems and help others achieve outcomes
- Ability to work flexibly and adapt to meet the needs of the organisation
- Be proficient in Microsoft 365 applications, database management systems and the ability to set up administrative systems for the organisation
- Be able to analyse data for evaluation and monitoring purposes
- Respect the confidentiality of others, maintaining the services confidentiality policy
- Have an understanding of mental health matters and support services available
- Commitment to the values of Change Mental Health

Desirable Criteria:

- Experience of delivering administration services across a number of services
- Experience of working with sensitive data and responsible for data entry

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 Change Mental Health 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.

Benefits:

- 24/7 access to an award-winning Employee Assistance Programme providing free legal, financial, and medical advice as well as support with life's challenges
- A 35-hour working week, enhanced sick pay & season ticket loan
- A great work life balance with flexible and blended working environment
- Blue Light Discount Card



- Cycle to Work Scheme
- Enhanced sick pay and leave entitlements
- Generous 37 days' holiday
- Paid Mental Wellbeing Days
- Professional development including funded opportunities

Please note, the salary has been set at the upper limit of our salary band for this role.