# POST: Employment Administrator (Operations)

**LOCATION: Shipley / Hybrid working**

**GRADE / SALARY:**  **B1 £24,638 FTE per annum**

**HOURS:**  **30 hours per week**

**CONTRACT: Fixed Term to 31 March 2026**

**ACCOUNTABLE TO:**  **Administration Coordinator (Operations)**

**Purpose of the Job:**

Provision of day-to-day admin support for our employment mental health service. The role also includes some reception duties, and has significant customer and client facing element, requiring a professional, sensitive and efficient service to colleagues, clients, referrers and partner organisations.

**Main Duties:**

* Communicate with clients through phone calls and emails as appropriate.
* Assist mental health professionals (internal and external) and clients with mental health needs.
* Having the cultural humility to work with people experiencing Severe Mental Illness (SMI), histories of complex trauma and who experience crisis frequently.
* Handle client inquiries with empathy and professionalism, providing necessary information and support.
* Schedule sessions and coordinate logistics for client appointments and group bookings
* Maintain and update client records in an organised and confidential manner.
* Support data collection for the team, ensuring accurate and efficient data capture.
* Collating data for Subject Access Requests
* Provide administrative support to other departments and team members as required.
* Monitoring the referral inbox,
* Manage referrals at the point of contact, ensuring timely and accurate processing.
* Referral registration/inputting
* Taking team meeting minutes, scheduling and issuing papers
* Proving data to the Data Administrator as required

**Desirable experience:**

* Previous work using Client Record Management (CRM) systems such as System One, MYMUP, or Beacon for managing client information.
* Running reports on the CRM and assist the team in effective data management.
* Ensure data accuracy and integrity in all client-related records.
* Having worked with people experiencing Mental illness.

**Values and Behaviours:**

* Create and maintain a culture of respect always challenging and rooting out discrimination and stigma.
* Having the cultural humility to work with people experiencing Severe Mental Illness (SMI), have histories of complex trauma and who experience crisis frequently.
* Demonstrate a consistent belief in people and tenacity in supporting people to improve their future.
* Be passionate about our work and inspire others to feel the same.
* Be committed to doing things well and always look for opportunities for improvement.
* Model excellent partnership and team working.

**Person Specification**

Listed below are the knowledge, experience skills and values you’ll need to do this job, we will assess these through your application or through tests or interviews after shortlisting.

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| **Knowledge** | **Method** |
| Qualifications to GCSE Grade 4 or above, or significant equivalent experience | **Application** |
| Awareness or knowledge and/or lived experience of the challenges facing people who have difficulties relating to their mental health. | **Application Assessment** |
| Working knowledge of general admin practices and office procedures | **Assessment** |
| **Experience** |  |
| 2 years’ experience working in clerical, admin or office-based roles  | **Application** |
| Experience of data entry, basic data analysis and producing good quality reports using Excel and other software. | **Test** |
| Some experience of operating client or customer management systems  | **Assessment** |
| 1 years’ experience of a customer or client facing role  | **Application** |
| **Skills**  |  |
| Ability to communicate effectively and build rapport with staff, clients and partners in person and on the phone | **Assessment** |
| Excellent written skills and the ability to produce documents, meeting notes and reports. | **Test** |
| Competent in Word, Excel, Outlook and other MicroSoft365 software | **Test** |
| Data entry and extraction skills  | **Test** |
| Excellent attention to detail | **Application Test** |
| Ability to always handle sensitive data with confidentiality | **Assessment** |
| **Values** |  |
| A firm belief that all people matter and deserve respect | **Assessment** |
| An evidenced belief that everyone can change | **Assessment** |
| A track record of delivering on your commitments | **Assessment** |
| A personal commitment to equality, diversity, and inclusion | **Assessment** |