



Job Description

Job Title: **Business Development Administrative Assistant (Kickstarter)**

Hours: **Based on 26 hours**

Contract: Temporary 6 months

Responsible to: **Learning and development manager**

Based in: Tameside and Oldham Office

Salary: **Minimum wage**

Summary of Main Duties and Responsibilities

To be responsible for the administrative aspects of TOG Mind's business development team. There will be a requirement to work across different services and projects when needed, i.e., providing cover at short notice and or undertaking short-term projects.

You will be the first point of contact for client enquiries, provide a signposting service supporting clients who present with common mental health issues.

You will appropriately triage clients and support them to access mental health and community services via the reception function across all TOG Mind locations.

This post involves supporting diverse services across the organisation and advising clients when they first contact TOG Mind by telephone, email and face-to-face.

You will be actively involved in enabling under-represented communities to access to mental health services that have a positive impact on their wellbeing. Supporting clients to have an active role in their own wellbeing and understanding and accessing support available.

You will have experience of working one-to-one with members of the public and will have an awareness of emotional wellbeing and mental health issues. A willingness to embrace change and the unknown will enable you to thrive. You will be committed to achieving targets with support, and providing high quality, effective services.

Duties Relating to the Post

- To work as part of the Business development department team in the day to day running of all aspects of the department.
- Responsibility for organising own day-to-day work tasks or activities.
- Responsible for providing and receiving routine information written and orally to assist in undertaking own job, communicating with work colleagues.
- Responsible for providing and receiving complex or sensitive information
- To make judgements involving straightforward work-related facts or situations.
- To work in partnership with a wide range of partners, key stakeholders, and communities.
- To take responsibility to ensure all projects are monitored and evaluated effectively for safety and key stakeholders.
- To be responsible for achieving all outcomes and outputs related to key projects.
- Carry out any other reasonable tasks as requested by relevant manager.

Person Specification

E = Essential and must be able to demonstrate these points to be shortlisted

Attitudes and values

1. A commitment to providing effective high-quality services (E)
2. Motivated by innovation and bringing about change (E)
3. A desire to develop services and take on new challenges (E)
4. A willingness to develop and maintain positive working relationships (E)
5. Emotional resilience and ability to manage own wellbeing (E)
6. A commitment to achieving targets (E)

Experience

1. Experience of providing support services to members of the public (E)

Knowledge

1. Knowledge of emotional wellbeing and mental health issues (E)

2. Understanding of professional boundaries
3. Good knowledge of common mental health presentations

Abilities

1. Exceptional verbal and written communication
2. Effective verbal and written communication
3. Ability to work independently and as part of a team
4. Ability to manage and respond to change and uncertainty
5. Solution focussed and organised
6. Ability to travel across the geographic area of TOG Mind
7. Ability to manage professional boundaries
8. Ability to manage own wellbeing and resilience required within a mental health environment.
9. Ability to manage own timekeeping
10. Ability to undertake any other reasonable tasks required

Additional requirements dependent on the role

1. Ability to assess and manage client risk and safeguarding issues
2. Ability to manage waiting lists
3. Ability to use I.T



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Registered Charity (No. 1123549)
Registered Company Limited by
Guarantee (No. 6340472)
Chair: Cheryl Eastwood
Chief Executive: Jenny Higson

