



Wellbeing Administrator
Recruitment Pack
March 2025

Havant and East Hampshire Mind
Leigh Park Community Centre
Dunsbury Way
Havant
P09 5BG

02392498916
www.easthantsmind.org

Reference: Wellbeing Administrator

Dear Applicant,

Thank you for your enquiry about the above post.

This pack contains the job advertisement, job description and person specification.

For more information about the role and our services, please see our website at www.easthantsmind.org or to discuss the role contact Jenny Smith, jenny@easthantsmind.org.

To apply, please submit your application which should outline why you are suitable for the role. Clearly state your address, e-mail address, telephone number and whether you have a driving license and access to a vehicle.

Please return applications to the HR Officer at HR@easthantsmind.org

- Closing date for receipt of applications is 11th March 25
- Shortlisted candidates will be contacted by 4pm on 13th March 25
- Interviews will be held on 27th March 25

Yours sincerely

Jenny Smith
Adult Wellbeing Manager

The benefits of working with HEH Mind

Make a real difference to local people

We're a local Hampshire charity and we're here to make a positive difference to lives and communities. You'll work with a passionate, knowledgeable and dedicated team with a big heart.


Holidays

- It's important to take time off. We give you 25 days a year, increasing by one day per year of service up to 30 days and bank holidays (calculated pro-rata for part-timers), plus an additional winter leave day in late December and your birthday off

Learning, growth and development

- We're committed to supporting our staff with learning and professional development, so we offer opportunities for coaching, training and mentoring.
- Everyone, regardless of role, is offered free Connect 5 Mental health and Wellbeing Training
- As a rapidly growing organisation there are regular opportunities to grow and develop within roles and through internal promotions
- Joining HEH Mind makes you part of the Mind Federation, which includes 110 local Minds across England and Wales and access to the Open hub platform and learning, development and good practice sharing opportunities

Workplace wellbeing

- As workplace wellbeing experts you will be joining a workplace with a strong employee wellbeing focus. Which includes engagement opportunities such as our monthly digital 'Break Room' to meet staff from across the charity
 - Remote and homeworking flexibility (dependent on role requirements)
 - We are a Mindful employer + accredited. All staff have access to our confidential 24/7 employee assistance programme
 - If you use a PC within your role, we will provide free eye tests, if necessary
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Job Advertisement

This is a new exciting role within the team supporting the synergy and expansion of our team and existing projects.

HEH Mind runs a range of recovery services for adults with mental health problems in Havant and East Hampshire. Within this, we offer a variety of interventions and services that support people with complex mental health problems in their recovery. This ranges from one-to-one support and group work to outreach into the community and community engagement to provide a range of groups and activities to support people to manage their own mental health needs.

We want to hear from you

This is a great opportunity for anyone looking to get into a career combining administrative duties and working within the mental health sector and would like to make a difference in their local community.

We are looking for passionate, empathetic and committed individual who wants to work alongside a team of experienced wellbeing staff supporting with calls, referrals, emails, database work and other admin tasks.

If you would like to know more about the service before making your application, please get in touch with Jenny Smith, Adult Wellbeing Manager, jenny@easthantsmind.org



Job Description

Job title:	Wellbeing Administrator
Salary:	£22,050 per annum FTE. Actual salary £11,918.92
Contract length	Permanent
Contracted hours:	20 hours per week
Working base:	Havant
Reports to:	Adult Wellbeing Manager
Responsible for:	Service users and wellbeing volunteers & peer supporters
Checks made:	Enhanced DBS and 2 satisfactory references

Purpose of Post

In this role you will be the first point of contact into our services for service users and professionals both over the phone and dropping into the service. You will be offering the first level of support and advice. This may include those in a state of emotional distress. This post requires strong interpersonal and communication skills to enable you to manage these conversations with professionalism and empathy.

You will be working in a dynamic environment, where you will need to be streamlined and organised and possess strong IT skills.

The post works across our adult wellbeing services which includes our community work and work within primary care network. Key components to this role will be working alongside our current administrator to with the intake of calls, managing our database and supporting the team where needed.

Accountability

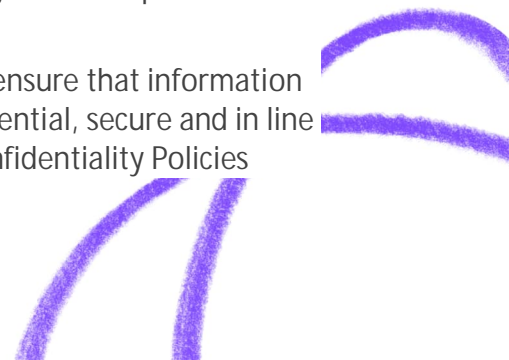
You will be line managed by the Adult Wellbeing Manager for Havant and East Hants Mind but will manage your own workload and prioritising your tasks.



Key Responsibilities and duties:

1. Serve as the first point of contact for the wellbeing service, providing a professional, empathetic, and knowledgeable response to all enquiries, ensuring a positive representation of the organisation.
2. Supporting all our Adult Services teams to work in an organised and streamlined way.
3. Coordinate and support with transition of patient pathway between the primary care and community to unify health care and access to community services.
4. Implementation of digital systems such as transferring and updating our groups onto Eventbrite.
5. Collect and record data from database for our quarterly reporting such as waiting list for groups, number of intakes and around demographics and numbers assessing the service.
6. Monitor the PCN and other Community Wellbeing email inboxes.
7. Be able to prioritise your own workload.
8. Coordinate in all areas of the arranging of group work i.e., invitations, Eventbrite and resources.
9. Assisting with the development of information leaflets, newsletters and other materials.
10. Taking and distributing meeting minutes as required.
11. Developing and setting up processes in order to accurately capture data from multiple digital platforms. This involves Inputting data, collating data and preparing data collection for the Wellbeing Managers and Contract Lead.
12. To undertake any other tasks and duties as required as requested by the Wellbeing Manager and/or other managers and to meet the requirements of the service.

General responsibilities and duties:

1. To attend staff meetings, supervisions, appraisals and training events as directed by your Line Manager.
 2. To uphold the aims and values of HEH Mind.
 3. To contribute to the ongoing development of the service and to best practice.
 4. To work within HEH Mind policies and procedures.
 5. All employees have a duty and responsibility of their own mental health and others.
 6. All employees have a responsibility to prevent abuse and neglect and report concerns.
 7. All employees have a responsibility and a legal obligation to ensure that information processed for both patients and staff is kept accurate, confidential, secure and in line with current Data Protection legislation and Security and Confidentiality Policies
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Person Specification	Essential/ Desirable
Qualifications:	
Equivalent level NVO 3 as a minimum.	Desirable
Experience:	
Must have a good understanding of mental illness and recovery	Essential
Experience in a customer service environment	Essential
Some experience of working as or working with volunteers	Essential
Skills:	
Understanding of personal and professional boundaries	Essential
Knowledge of IT systems including Microsoft and CRM systems.	Essential
Communicate effectively and engage with service users in a positive and supportive way	Essential
Good organisational skills with a keen eye for detail and an ability to maintain records/data to a high standard	Essential
To be able to make clear notes, have a methodical and ordered working style and be able to maintain up to date and accurate records	Essential
Respect and understanding of confidentiality and processes for treating information appropriately (Data Protection)	Essential
Good level of numeracy & literacy is required for the post	Essential
An understanding of reflective practice would be beneficial	Desirable
Personal Attributes:	
The ability to work well with staff and volunteers as part of a busy team but also on own initiative	Essential
Have a positive approach that encompasses empathy and compassion for all service users and staff.	Essential
Ability to embrace change and adapt to changes in service provision, new projects & duties	Essential
Enthusiasm for the Charity's vision and a positive attitude that reflects our values	Essential

Other Requirements:	
Knowledge of local area and services or organisations that can provide additional support to our service users	Desirable
Personal transport for business purposes	Desirable
Knowledge of local area and services or organisations that can provide additional support to our service users in Havant and East Hampshire	Desirable
Satisfactory DBS background check and 2 references.	Essential
Personal Circumstances	
Alignment with HEH Mind vision and values	Essential
An understanding of equality, diversity and inclusion	Essential



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