

Recruitment Information Pack

(Office Manager)

Welcome to York Mind!

Thank you so much for your interest in working with us.

In this pack you should find all the information you need to find out what we're about

This includes:

More about us, what we believe in and our values

Our application process

The job description and person specification

What we expect from our staff


What you can expect from us

Our Organisation

York Mind is a vibrant and compassionate organisation who work to promote recovery from mental ill-health, improved emotional well-being and independent living. We offer a range of both face to face and digital services from 1:1 support, social activities, advocacy right through to training and services to improve workplace wellbeing.

Our team really care about making a difference and come together to make a change for people's mental health. Last year we helped over 4500 people who are living with mental health problems.

We Believe

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- Mental health is important and a part of each of us
 - All people have a right to thrive
 - Access to mental health support should be there for everyone
 - Asking for help is brave, and lived experience matters
 - Stigma around mental health is wrong and must be challenged
 - Our work makes a positive difference and we are here to stay

Our Values

Being Brave - Finding the courage and compassion to connect with, and walk alongside others, providing encouragement through rough times towards better days.

Standing Up - Dedicating ourselves to advancing mental health appreciation, and championing the conditions that enable people to do and be well.

Developing Together - listening to, learning from and helping one another we grow stronger together, becoming better able to serve our communities.

Actively Seeking - Realistic about the scale of the challenge, to achieve equity of standing for mental health and wellbeing. We hold on to hope, that through our work, things can and will improve

Being Pragmatic - Making decisions based on what's possible and works for the individual. We are down to earth and communicate clearly with kindness

What people say about us:

"The counselling was wonderful and so beneficial. My counsellor was lovely; I formed a good relationship with her and this enabled me to think about different ways of doing things. The support helped me to stop feeling like I was drowning."

"Before mentoring I was not able to see the positives in life, now I am able to and it has made me happier."

"We always feel the advocates are very much focused on the person's needs in a professional and supportive manner."

"The staff at Mind are the nicest people, so helpful and so supportive that I couldn't wish for nicer people to speak with. Thanks to you all for what you do."

"You are doing a fab job at Mind keeping everyone well. You support so many people. I hope that you know how important you guys are to people like me and those you help."

A note from our CEO



Thank you for your interest in York Mind. Applying for a job can be a big step for a whole range of reasons and we want to try and make York Mind a potential work option for as wide a range of people as possible. A diverse staff team helps us live our values, stay creative and gives us new perspectives.

We have included as much information as possible in our pack. If you are interested in a vacancy but are unsure if you should apply, then I strongly recommend you give us a ring. It is equally important that you find out about us as well as York Mind finding about the skills, experience and knowledge you can bring

About This Role

The Office Manager will be a pivotal role in the organisation. It is our only office based fulltime role and, as such, is integral to leading and supporting a culture within the staff team of increased self-sufficiency and a willingness to help each other. We often find it is the small tasks that cause the biggest problems and this role is key to developing a warm and welcoming atmosphere in Highcliffe House.

Job Description

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|--|--|
| Job Title: | Office Manager |
| Hours [Include no of hours of post and if any required days/hours or if this is flexible] | 37.5 (fulltime) 9-5 This is a fully office based post although we have some flexibility to offer a late start and finish time on two days (12-8) |
| Salary: [Make clear if pro-rata/full time/part time] | £26,400 |
| Responsible to: | Head of Finance |
| Responsible for: | N/A |
| Office Based/Hybrid Working [State office location/whether hybrid or fully office or home based] | Fully office based Highcliffe House, Highcliffe Court, York YO30 6BP |
| Aim of the post: | To ensure the efficient operational running of the office, including overseeing various contracts, policies and procedures and building maintenance and management. To guide the |

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| | organisation to work within efficient and effective systems, recommending appropriate developments. |
| Main deliverables: | |
| <p>Ensure the building is maintained and fit for purpose</p> <p>Be accountable for all aspects of health and safety relating to the organisation</p> <p>Liaise with all operations contractors</p> <p>Develop and review all policies relating to the building and to other aspects of York Mind are reviewed and remain legally compliant (not including HR policies)</p> <p>Be the responsible person for GDPR and Data Protection</p> <p>Coordinate the content to provide up to date information for the website</p> <p>Support staff with all operations queries and tasks that arise</p> <p>Lead on one-off projects as needed</p> | |
| Main duties: | |
| <p>Ensure the building is maintained and fit for purpose</p> <ul style="list-style-type: none"> • Maintenance of the building – through routine walk-arounds or through staff reporting issues. Coordinating the appropriate remedial action • Management of contracts – alarm, cleaning, window cleaning, bins, gas and electric, boiler repairs ensuring they are reviewed annually and we are still getting good value for money • Responsible for ordering stationery, cleaning products, staff hygiene products such as soap and toilet rolls <p>Be accountable for all aspects of health and safety relating to the organisation</p> <ul style="list-style-type: none"> • Arranging and supporting mandatory inspections of the building by the health and safety Inspector. Implementing any actions • Updating the health and safety policy and associated procedures. Ensuring staff are updated with changes to procedures and carrying out audits and spot checks • Arranging and supporting fire inspections, lift safety checks PAT testing and routine alarm maintenance • Producing reports for accidents, incidents and near misses for the CEO and the Finance and Risk Trustee sub-committee | |

- First Aid – ensuring we have sufficient numbers of trained staff, organizing the training if required

Liaise with all operations contractors

- Manage contract with IT provider, BT ONE (phones and internet), photocopier provider
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- Be the first point of contact for any issues regarding these contracts when issues cannot be quickly resolved by staff
- Ensure insurance provides sufficient and appropriate cover

Be the responsible person for GDPR and Data Protection

- Ensure the relevant policies are up to date and compliant
- Take on the role of Data Protection Officer
- Ensure archiving and destroying of records is carried out and maintain records to demonstrate this

Coordinate the content to provide up to date information for the website

- Undertake regular checks of the website to ensure information is relevant and accurate
- Remove old content/liase with services to ensure they remove old content

Support staff with all operations queries and to build a supportive culture

- Being prepared to juggle work priorities to support staff if required
- Build a positive work culture so staff are able to deal with tasks themselves and are willing to help and assist each other

Lead on one-off projects as needed

Work within York Mind values

- Ensure a commitment to quality, working within York Mind's policies and procedures
- Actively engaging within supervision
- Contribute to the wider development of York Mind
- Be a champion for mental health

- Working collaboratively across other York Mind services to help achieve the strategic vision of the organisation

The post holder will carry out any other duties, which are within the scope, spirit and purpose of the job as requested by the line manager.

If duties and responsibilities change, the job description will be reviewed and amended in consultation with the post holder.

**Essential
qualifications:**

Person Specification

Don't just tell us how you meet the specification – show us! Feel free to tell us about projects you've worked on, awards you've won, training you've undertaken , developments you contributed to. Feel free to add photo's and videos

| Knowledge , Skills and Experience | Where this will be evidenced Application (A), Interview (I), Exercise (E) |
|--|--|
| Experience of providing general direction and support to staff in an office environment | A/I |
| Experience in one or more of the following areas: Policy development, health and safety, GDPR, Data Protection. | A/I |
| Experience of developing and supporting a positive work culture | A/I |
| Knowledge of IT systems to a level where you could communicate problems to our IT support | A/I |
| Practical Skills [Should be in every PS but feel free to add more] | |
| Experienced in using software packages to an intermediate level: MS Outlook, Word, Excel, PowerPoint | A |
| Able/willing to learn to use a range of video conferencing platforms | A/I |
| Demonstrates ability to juggle a busy workload with competing priorities | I |
| Initiative and willingness to coordinate new projects, research and feedback appropriate courses of action to the senior management team | A/I |
| Values and Attitudes | |
| A commitment to the York Mind values | A/I/E |

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|--|-------|
| A commitment to work with the widest range of communities possible to make sure our organisation is representative and inclusive | A/I/E |
| Self-awareness of own competencies, practical needs and personal resilience, and willing to seek help with these where necessary | A/I/E |

* Experience – you should be able to draw on four or five different examples you could use to describe your experience*

*Significant experience – you should be able to comfortably draw on a range of experiences from a number of different situations learnt over a period of time

Our application process

We prefer to have a conversation with you about the role before you apply.

We know application forms take ages to fill in, and you may also be worried that your skills and experience might not be a good fit.

We absolutely want to make our roles as accessible as we can to the widest range of applicants, so these conversations give you the opportunity to ask questions, check your skills and experience against the role, and find out more about the application process.

Book a phone conversation in with us before you apply, and we will talk you through the role, how your skills and experience might fit our job description and person specification, and talk you through how to complete the application form.

You don't have to have this phone call if you'd prefer not to, but we recommend it. That way you know if what you can offer us is a good fit for the role, and you know what we will be looking for when we shortlist our applications.

Once you've submitted your application form, we will compare your application to what we're looking for with our person specification, and if they're a good fit we'll contact you for an interview.

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Contact Details for initial conversations:

vicky.blakey-archer@yorkmind.org.uk

Closing date for applications: 9am 25th May 2022

Interview date: 31st May 2022. Interviews will be face to face at Highcliffe House, York YO30 6BP

What we expect from our people

Our clients and colleagues are really important to us. We want York Mind to be a great place to work and to receive services from, so we have some expectations of our staff, which we have pulled from our values.

You will:

Put our clients at the heart of your work: Our clients are always front and centre of the decisions we make, and all the work we do is to enhance their lives, progress mental health awareness and reduce stigma. As part of the York Mind team we will expect you to put clients at the centre of your work.

Be empathetic and compassionate : You feel able to walk alongside someone else and appreciate what they are going through, even if this is different to your own experience. You do this with compassion and kindness

Value difference: Whether this is a protected characteristic or a different point of view, you will embrace diversity and value the differences and contributions we all bring

Champion Equity: Whenever you are representing York Mind, we expect you to be championing equity in mental health services, and equity across all communities for good quality mental health services

Be non-judgemental – Mental health and wellbeing can be sensitive and challenging subjects. Everyone experiences mental health differently and we all bring a non judgemental approach to our work. You may also need to challenge others stigmatising views in a gentle and non judgemental way.

Be open and transparent – You're honest with our clients about what help we can give, and open about our expectations of them. You give your views generously and equally listen to others.

Be prepared to muck in! - We're a team and sometimes the unexpected happens. We expect all of our people to support each other and this might mean you end up doing something you didn't expect to do, within reason!

What our staff can expect from working with us

We're a friendly bunch, who are passionate about improving mental health for everyone. So you'll be joining a bunch of likeminded people working together for a common cause. Whether it's tea and cake in our big meeting room, or a quick catch up on Teams you can be assured of joining a welcoming organisation with wellbeing in mind.

We offer a range of benefits:

- **Hybrid working** - Most of our roles offer hybrid working arrangements, with the exception of a few fully office based roles. There is a usual expectation of some office based work in our hybrid roles but this is usually between 1-2 days week. Please check your role requirements at interview. If you prefer to be fully office based, you also have this option
- **Flexible Working Arrangements** When home working staff have the opportunity to flex their hours between 6am and 9pm to balance their work, life and wellbeing. We also try to accommodate flexible working hours on office days, where possible.
- **Staff Support** – We offer an employee assistance programme to support staff, as well as monthly peer support sessions. We also have a staff support group who are involved in improving staff wellbeing
- **Annual leave** 25 days annual leave (excl. bank holidays). On completing 2 years continuous service at York Mind, full time employees are entitled to an additional 1 day annual leave per year up to a maximum of 30 days. All leave is pro-rated for part time employees. We also offer additional compassionate and special leave.
- **Generous pension contribution** – York Mind pay 6% employer pension contribution
- **Professional Body membership fees**- Where this is an essential part of your role, you can claim these back
- **Working in an values based organisation** – We are constantly trying to evolve and find ways to live our values. This means sometimes we will all get it wrong, and we will all learn together