

## **VCFSE and Administration Officer**

**Reporting to:** VCFSE and Development Manager

**Salary:** £24,999.30 pro rata per annum

**Hours:** 37.5 hours

### **About the Organisation**

The Living Well Consortium is a network of over 40 third sector organisations working to improve the mental health and wider wellbeing of the local people, especially those who are most in need. We offer high quality, responsive, specialist services and initiatives including one-to-one counselling services, culturally sensitive support, guided self-help, relaxation techniques, telephone counselling, and other accredited talking therapies.

We have been successful in securing contracts with NHS Birmingham and Solihull Integrated Care Board to develop and deliver new approaches to psychological support to people in the community in Birmingham and Solihull, under the NHS Talking Therapies (IAPT) programme.

We aim to position the Consortium to be able to take a leading role in the design and delivery of mental health and wellbeing services across the region and wider areas of the West Midlands, and to enable voluntary sector organisations to work together to respond to the current funding challenges in the health and charitable sectors.

### **Overall purpose of the role**

To provide administration and project assistance to the VCFSE and Development Manager, supporting with administration for the Mental Health Collective and Panel as well as across LWC partnership and marketing activities.

To support with administration across operational areas of the organisation, including office management.

### **Responsibilities and Duties**

- Take and record minutes for the Mental Health Collective and panel, as well as other external and internal meetings.
- Lead on administration for the VCFSE and Development Manager as well as for the Mental Health Collective and panel.
- Manage communications related to the Collective and Panel, including keeping all project partners updated.
- Monitor a shared inbox responding to any queries and requests.
- Support with the membership of the Mental Health Collective and the recruitment of new members where necessary.
- Formulate and maintain Action Logs and Communication Plans.
- Follow up on actions from meetings ensuring they are completed in a timely manner.

- Work collaboratively with external organisations in addition to the chair and deputy of the Mental Health Collective.
- Complete research and collate information when required.
- Create newsletters for the Mental Health Collective and Panel, ensuring effective communication of updates.
- Arrange and co-ordinate meetings in addition to supporting with diary management.
- Complete administrative duties relating to projects and partnerships, such as data reporting or collection, creating information documents, and maintaining spreadsheets.
- Provide administrative support to the Business Support Manager including assistance with office management.
- Update documents when required to reflect policies, processes, and organisational changes.
- Support the VCFSE and Development Manager with marketing and communications, including liaising with external partners and any administration relating to PR activities.
- Liaise with external stakeholders such as Panel Members, Consortium Members, and Funders.
- Communicate clearly between LWC and Consortium Members/Providers as well as Collective Members.
- Coordinate and communicate with project stakeholders and partners.
- Answer phones and provide support with queries related to the office and projects.
- Attend and represent the organisation at community-based events.
- Support with the organisation of events, drop in sessions, and other office or project-based functions.
- Enter data on agreed systems following data processes.
- Maintain and develop efficient filing systems.
- To maintain absolute confidentiality in all matters relating to LWC, the Mental Health Collective and Panel, and other activities when appropriate to do so.
- Undertake training as required by the organisation.
- To work within organisations policies and procedures.
- Undertake such other duties commensurate with the role.
- To understand and work with the ethos, aims and objectives of LWC.

## **Person Specification and experience**

- A high level of experience presenting data using tools such as Microsoft Excel.
- Excellent IT proficiency including full competence using Microsoft Office Suite, e.g. Word, PowerPoint, Excel and Outlook.
- Experience working within administration and/or projects.
- Experience using Mailchimp and Canva.
- Ability to minute meetings.
- Attention to detail.
- High level of integrity and understanding of confidentiality and always maintains discretion.
- Proactive self-starter with a positive and energetic approach to work

- Excellent written and verbal communication skills
- Confident communicator at all levels
- Effective time management and workload management
- Empathy with the aims and values of the organisation
- Commitment to continuous improvement including own professional development.
- Willingness to be flexible and dynamic as organisation needs change.
- Commitment to principles of Equal Opportunities.

**Statement:**

This job description will be agreed between the jobholder and the manager to whom they are accountable. It may be reviewed in light of experience, changes and developments.

The information being handled by employees of Living Well Consortium is strictly confidential. Failure to respect the confidential nature of this information will be regarded as a serious breach of regulations, which will result in action under the Disciplinary Policy including possible dismissal. In the case of computerised information, could result in prosecution for an offence or action for civil damages under the Data Protection Act 1998.

Employees must take reasonable care and be aware of the responsibilities placed on them under the Health & Safety at Work Act (1974) and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors.

Living Well Consortium is committed to Equal Opportunities in Employment and therefore it is the aim of Living Well Consortium to ensure that no applicant or employee receives less favourable treatment on grounds of gender, disability, religion, race, colour, sexual orientation, nationality, ethnic or national origins or is placed at a disadvantage by conditions or requirements which cannot be shown to be justifiable.

Living Well Consortium is responsible under the existing equality and diversity legislation to ensure equality issues are promoted and you are expected to work with Living Well Consortium to fulfil these obligations, Living Well Consortium policies and codes of good practice.

**Due to the nature of this post, it is subject to a Disclosure and Barring Service (DBS), criminal records check.**

**Living Well**  
*Consortium*

