# Role profile

<table>
<thead>
<tr>
<th>Job title</th>
<th>Administration Assistant</th>
<th>Job family and level</th>
<th>Administrative, Professional and Managerial Level 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>School/Department</td>
<td>Mental Health Advisory Service</td>
<td>Location</td>
<td>University Park Campus</td>
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## Purpose of role

To provide high quality administration for the Mental Health Advisory Service within University term time over 3 days per week. The successful applicant will be expected to complete administrative tasks to assist efficient provision of service to both students, staff and external clients.

## Main responsibilities

(Primary accountabilities and responsibilities expected to fulfil the role)

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<th>% time per year</th>
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### 1. Act as a first point of contact for students accessing the service
- Booking, confirming and rearranging appointments for students using a computerised system
- Receiving and responding to emails, telephone calls and in-person enquiries ensuring an appropriate response and seeking advice or help when required
- Contribute to maintaining and updating the Mental Health Advisors diaries including confirming, cancelling and rearranging appointments
- To answer the main office phone, responding to general administrative enquires.

30%

### 2. Maintain an efficient filing system
- To assist the Administration Coordinator in maintaining case notes and electronic data ensuring operation features are consistent.
- To utilise the pre-existing administrative infrastructure, processing internal and external updates to student records in line with the needs of the service

30%
### Process confidential correspondence

- Process internal and external confidential correspondence
- Provide non clinical information to internal and external services where necessary on a need to know basis and in line with GDPR

### Administrative duties

- Contribute to the planning and booking of workshops and training events.
- Minute taking
- Sending out blanket emails to internal and external providers
- Faxing, scanning and collecting correspondence
- Take stock of monthly stationary order

### Additional Information

This is an essential role to support and maximise the effectiveness of the Mental Health Advisory Service. In line with national trends the University has experienced a marked increase in the presentation of students experiencing significant mental health problems at University. These are often at a level where there is significant risk which needs quick intervention, risk assessment and the involvement of different agencies both within and external to the University. Alongside high demand to access this service is a need for high quality, sensitive and well-informed administrative support to underpin both the effectiveness and availability of the Mental Health Advisors. In addition to exceptional levels of organisational skill, the successful candidate will need to demonstrate a high level of sensitivity to the emotional needs of the service users' who often present in distress.
## Person specification

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<th>Essential</th>
<th>Desirable</th>
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<tbody>
<tr>
<td><strong>Skills</strong></td>
<td>▪ Extensive IT knowledge (MS Word, Excel and Outlook)</td>
<td>▪ Previous experience in working in a reception, administration or front of house role</td>
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<td>▪ Experience of working in silo in response to differing needs and objectives</td>
<td>▪ Experience of working with confidential information, correspondence and documentation</td>
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<tr>
<td><strong>Knowledge and experience</strong></td>
<td>▪ Excellent time management and ability to work under pressure using written communication, verbal communication and interpersonal skills</td>
<td>▪ Working within a medical, social or higher education setting where Mental Health is a significant component</td>
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<tr>
<td></td>
<td>▪ Excellent manner in responding to students who may be in distress</td>
<td>▪ Willingness to learn new skills</td>
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<td>▪ Willingness to learn new skills</td>
<td>▪ Previous experience in working in a reception, administration or front of house role</td>
</tr>
<tr>
<td><strong>Qualifications, certification and training (relevant to role)</strong></td>
<td>▪ Five GCSEs or equivalent at grade C or above, including Maths and English</td>
<td>▪ A levels or equivalent</td>
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<tr>
<td></td>
<td>Or considerable experience in a similar role in previous work</td>
<td>▪ Experience of working with confidential information, correspondence and documentation</td>
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<tr>
<td><strong>Statutory/legal</strong></td>
<td>▪ Awareness of Equality legislation</td>
<td>▪ Working within a medical, social or higher education setting where Mental Health is a significant component</td>
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The University strongly endorses Athena SWAN principles, with commitment from all levels of the organisation in furthering women’s careers. It is our mission to ensure equal opportunity, best working practices and fair policies for all.
Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University's strategy, vision and values. The following are essential to the role:

Valuing people
Is open and welcoming of others, approachable and respectful. Considers the wider point of view and delivers appropriate support and guidance to colleagues.

Taking ownership
Shows initiative and takes responsibility for own actions. Offers clarity and tactful support to colleagues to aid decisions and actions.

Forward thinking
Demonstrates the ability to learn, and enjoys the opportunity to develop. Likes to share and implement new ideas and improvements in their area of work. Seeks feedback from others.

Professional pride
Is self-appraising, seeking feedback from others and acts as a great role-model at all times. Keen to deliver the job well and be an effective member of the team.

Always inclusive
Is sensitive to the needs of others and understands every person is important, right across the organisation, irrespective of level, culture, disability or any other characteristic.

Key relationships with others

Line manager
Administration Coordinator

Role holder
Administration Assistant

Key stakeholder relationships
External Agencies
Internal Colleagues
Students