# scr_save logoGroundwork London Job Description

**Job Title:** **Mental Health Support Team Project Support Officer**

**Responsible to:**  Whole School Approach Lead

**Responsible for: N/A**

**Location:**  Remote and locations across Southwark as required

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Job background**

In this vital role, you will provide essential project and admin support to the Groundwork Mental Health Support Team (MHST) service in Southwark as well as other projects within the Youth. By streamlining administrative processes and ensuring efficient operations, you will play a critical role in enabling the MHST team to focus on delivering exceptional mental health support to young people in Southwark. Your contributions will directly impact the success of our programme and the lives of countless children and adolescents.

Groundwork’s MHST is part of a national, government-funded, pioneering programme transforming mental health and wellbeing provision for children and young people via early intervention by way of low-intensity CBT packages delivered in schools across the Borough. The service was launched in Southwark in January 2022 and currently works across 20 schools, with further growth planned in the coming months. The MHST is dynamic, flexible and diverse, representing the community which we serve with innovative approaches to wellbeing support, and a commitment to staff wellbeing.

# Main Objectives

* Provide comprehensive support for ongoing and new MHST projects
* Provide administrative support to staff such as minute taking in meetings and managing the allocation of clients.
* Managing budgets and petty cash
* Track and monitor project expenses, ensuring that youth projects operate within its allocated budgets.
* Support with the on boarding of staff and volunteers
* Establish and maintain effective communication with schools and parents
* Assist in diary management for the team and the planning and execution of MHST events, workshops, and training sessions
* Process purchase orders (POs) in accordance with organisational guidelines
* Handle expense reports, budget managements, financial profiling and invoice processing,
* Support with Salesforce tasks.

# Key Tasks and Responsibilities

Project Administration

* Maintain detailed project records and documentation
* Oversee the processing of invoices, purchase orders, project budgets and other financial documents to ensure timely payment and compliance with organisational policies
* Coordinate project timelines and deliverables
* Prepare and distribute project reports and updates
* Ensure all records are held and maintained in line with The Nest notation guidelines and standards (and in compliance with the protection of personal and sensitive personal data under GDPR2018 and the DPA2018), and ensure all data and information is uploaded in a timely manner.
* Attend weekly triage with Clinical Managers to allocate tasks effectively
* Use our CRM system, Salesforce, to ensure tasks are logged and marked as completed

### **Stakeholder Management**

* Respond to parent and school inquiries in a timely and professional manner
* Coordinate communication between the MHST team and external stakeholders

### **Event Management**

* Assist in the development of event plans and logistics
* Manage event registrations and attendee information
* Coordinate with external vendors for event-related services

### **Financial Administration**

* Process and reconcile purchase orders and invoices
* Maintain accurate financial records and reports
* Assist with budget tracking and monitoring

### **Team Support**

* Manage team calendars, appointments, and meetings
* Taking meeting minutes
* Contribute to a positive and efficient team environment

# Other Responsibilities

* Work with due regard for Groundwork’s core values and objectives
* Ensure compliance with Groundwork London’s policies in relation to health and safety, equal opportunities, Diversity and inclusion, safeguarding, working with young people and volunteers
* Undertake any other related responsibilities commensurate with the evolving objectives of the post and the evolution of the Trust, as may reasonably be requested by the Director
* All staff, the Board and volunteers will actively support, in their daily operations and duties, Groundwork London’s Environmental Management System and Carbon reduction commitments

# Personal & Professional Development

* Participate in the Groundwork London Performance Management processes, and agree short, medium and long-term goals with line manager, and with direct line staff
* Identify learning and development needs with line manager
* Share best practice and achievements, and actively seek opportunities to present outcomes and case studies
* Contribute to the learning of others across the organisation by sharing knowledge and skills both informally and formally by participating in the trust’s training and development programme

**October Nov**

**HR: 201/XXXX**

# Person Specification - MHST Specialist Support Administrator

**Note to Applicant:** When completing your application form, you should demonstrate/evidence of your experience, knowledge, skills & education in your application based on these criteria for the post. The grid also shows at which stage of application and interview these are scored.

| **Criteria** | **Essential or Desirable** | **Application form** | **Interview** | **Task or****Portfolio** | **Certificates or Qualifications** |
| --- | --- | --- | --- | --- | --- |
| 1 | Demonstrable experience in administration, finance acumen, operational support or as a personal assistant | **E** | **✔** | **✔** |  |  |
| 2 | Experience providing administrative, financial expertise, and/or operational support in a mental health and/or youth setting | **D** | **✔** | **✔** |  |  |
| 3 | Knowledge and understanding of mental health and therapeutic interventions | **D** | **✔** | **✔** |  |  |
| 4 | Excellent verbal and written communication skills targeted to a range of key contacts and requirements of the role | **E** | **✔** | **✔** |  |  |
| 5 | Proven experience of working and communicating with a variety of internal and external stakeholders | **E** | **✔** | **✔** |  |  |
| 6 | Experience of communicating with parents | **D** | **✔** | **✔** |  |  |
| 7 | Ability (or willingness to learn) to update and report from various CRM systems including Salesforce, HR databases and Groundwork’s bespoke Project Information Management System | **D** | **✔** | **✔** |  |  |
| 8 | Ability to follow policies and procedures in relation to Data Protection and Security, of personal and sensitive data complying with good practice to meet the team’s usage and compliance  | **E** | **✔** | **✔** |  |  |
| 9 | Excellent organisational and time management skills | **E** | **✔** | **✔** |  |  |
| 10 | Good IT skills and the ability to utilise MS Corporate IT applications to produce documents, letters and reports, and update and accurately manage data in management information systems and format Excel spreadsheets | **E** | **✔** | **✔** |  |  |
| 11 | Experience of working in a fast paced environment to deliver key tasks of the role; prioritising tasks and meeting deadlines | **E** | **✔** | **✔** |  |  |
| 12 | To adhere to Groundwork’s Safeguarding policies and procedures within this role | **E** | **✔** | **✔** |  |  |
| 13 | Ability to manage own workload and work collaboratively in a team | **E** | **✔** | **✔** |  |  |
| 14 | Willingness to be flexible in work patterns and to fulfil occasional evening and weekend duties  | **E** | **✔** | **✔** |  |  |
| 15 | Commitment to Groundwork London’s Equity, Diversity and inclusion in practice in the workplace and across communities | **E** | **✔** | **✔** |  |  |
| 16 | Ability to plan and manage events and training in a variety of settings including the community, schools and professional settings  | **E** | **✔** | **✔** |  |  |

**Appointment to this role is subject to an enhanced records check through the Disclosure and Barring Service**