# A picture containing dark Description automatically generatedWelcome to York Mind!

Recruitment Information Pack

(HR Administrator)

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

* 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

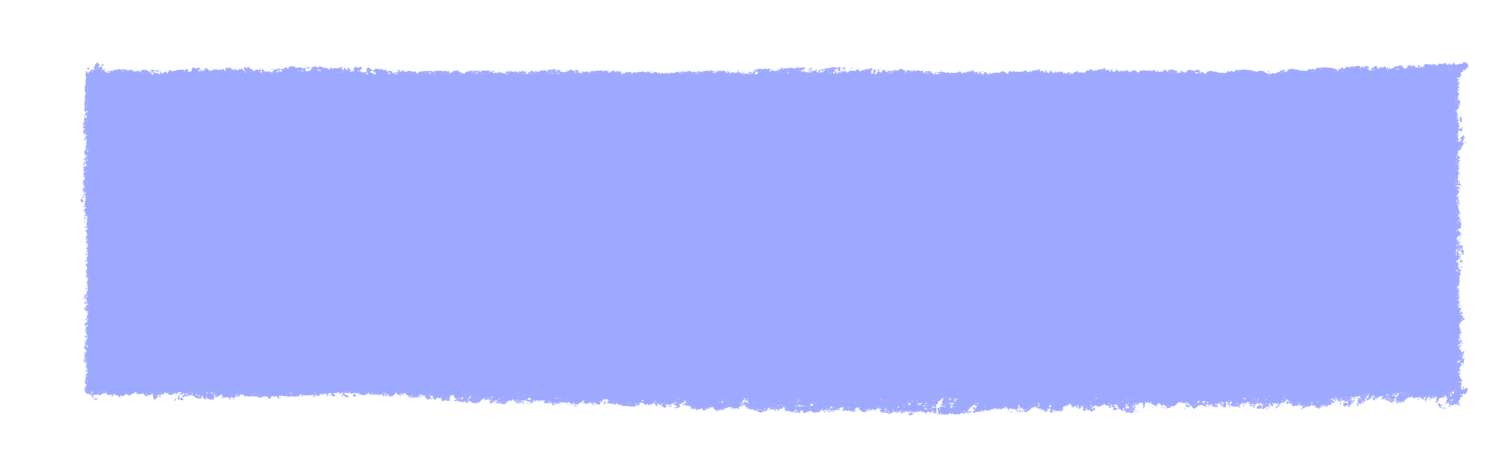
**Being Brave** -Finding the courage and compassion to connect with, and walk alongside others, providing encouragement through rough times towards better days.

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

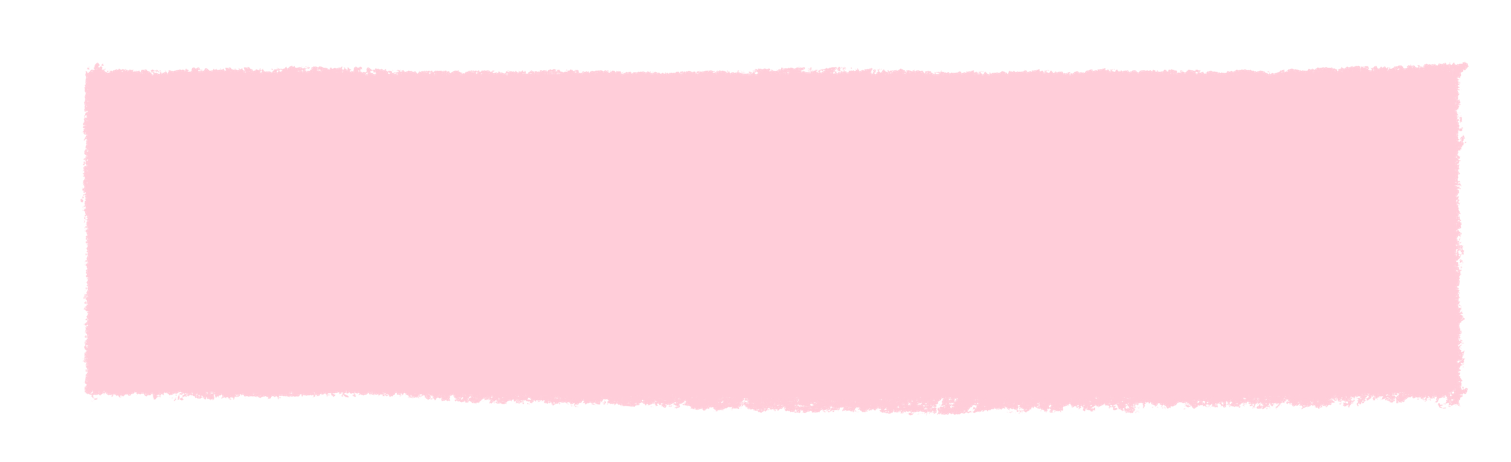
**Developing Together** - listening to, learning from and helping one another we grow stronger together, becoming better able to serve our communities.

**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.”*

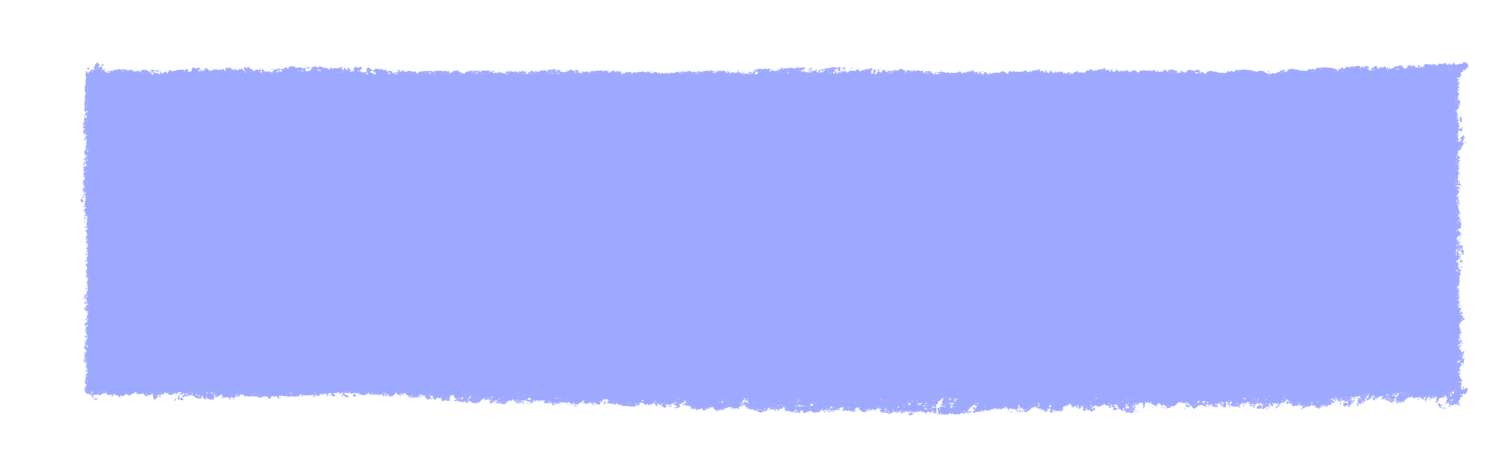


*“****Before mentoring I was not able to see the positives in life, now I am able to and it has made me happier.”***

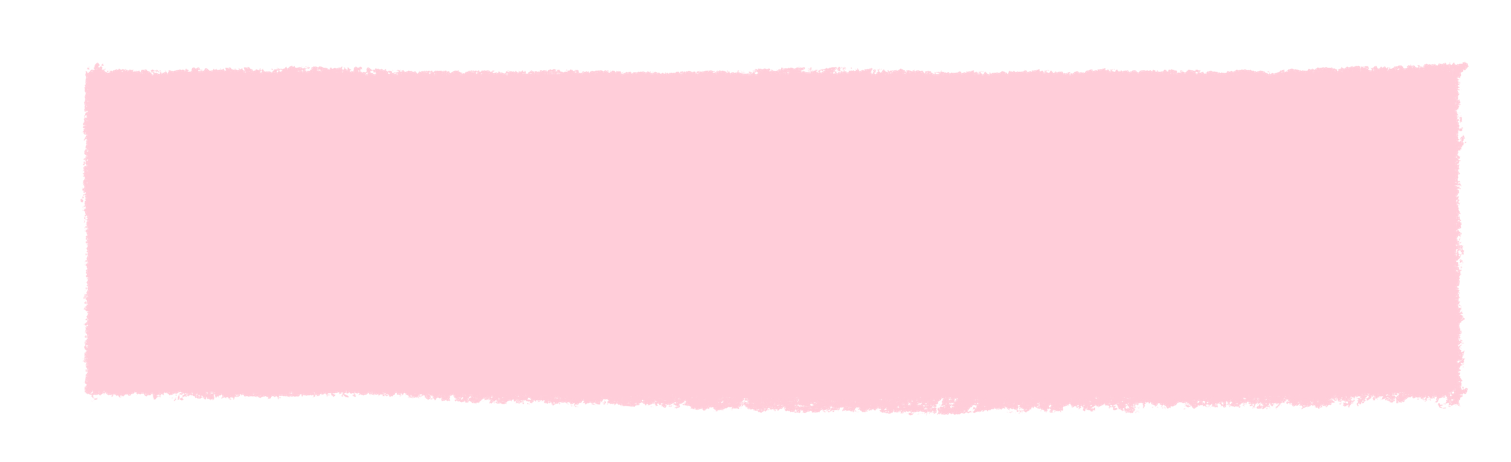
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“*We always feel the advocates are very much focused on the person's needs in a professional and supportive manner.”*



*“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 the role**

This is an exciting time to join York Mind as we are currently expanding the staff team to begin a new 24/7 Community Mental Health Hub which will test and develop a pioneering Community Mental Health Neighbourhood Centre, alongside other established and developing mental health services.

The HR service supports the Senior Leadership team and the Manager team to ensure all HR processes are undertaken consistently and in accordance with policy and procedure; This is ‘back room’ work which supports the smooth running of the whole organisation, and as such you will make a valuable contribution to the delivery of mental health services within the city.

As the HR Administrator, working with and reporting to the HR Officer, you will provide an accurate, efficient and high standard of HR administration across the whole HR function of the organisation. Initially you will focus on the new service, assisting with the recruitment and induction of staff and assisting with the management of the 24 hour rota.

More generally, you will be working on a variety of admin tasks across the whole employee lifecycle, working with highly confidential, and sometimes sensitive information.

This role will offer you the opportunity to consolidate HR admin experience that you may already have or offer the opportunity to develop HR admin skills if you are already an experienced administrator.

## Job Description

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| Job Title: | HR Administrator |
| Hours | 14 hours a week, days and times to be discussed, but ideally to include working hours Tuesday-Thursday). We operate a hybrid working policy which offers employees a level of flexibility in their working hours.  We envisage that at least one day (or 7 hours) will be office based. |
| Salary: | £23,875 pro-rata per annum |
| Responsible to: | HR Officer |
| Responsible for: | N/A |
| Office Based/Hybrid Working | Hybrid working. We expect that a minimum of 1 day per week will be office based at Highcliffe Court, YO30 6BP |
| **Aim of the post:** | To provide an accurate, efficient and high standard of HR administration across the whole HR function of the organisation. |
| Main deliverables: 1 - To provide an accurate, efficient and high standard of HR administration across the whole HR function of the organisation.  2 - Provide general HR support for staff at all levels within the organisation  3 - To work within York Mind values | |
| Main duties: | |
| 1. **Provide an accurate, efficient and high standard of HR administration across the whole HR function of the organisation**  * Recruitment and onboarding process - to include advertising roles, responding to applicants and collating applications, setting up interviews and booking rooms, inviting candidates to interview, requesting references, undertaking DBS checks (for staff and volunteers), preparing offer letters and contracts, ID photos, setting up new employees in Breathe HR, preparing inductions, and tracking probation reviews * Annual leave – calculate annual leave allowances for all staff and changes to allowances mid-year * Contract administration – prepare contracts and variation to contract letters * Payroll – assist with payroll including sickness reporting, additional payments, new starters, and leavers * Employee records – maintain accurate and up to date employee records using BreatheHR software * Assist with the administration of the 24 hour rota * General admin tasks – creating template documents, filing (electronic) documents, scanning, taking notes in meetings, diary management, etc.  1. **Provide general HR support for staff at all levels within the organisation**  * Act as the first point of contact for HR queries, monitor the shared HR inbox and Vacancies inbox and respond to enquiries, sharing and escalating appropriately * Respond to queries from staff and managers consistently and in accordance with York Mind policies and procedures * Assist with process improvement and policy development * Assist the work of the People Team  1. **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

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| **Knowledge , Skills and Experience** | **Where this will be evidenced Application (A), Interview (I), Exercise (E)** |
| Minimum of 2 years' experience working in an administrative role, with strong organisational and time management/prioritising skills and experience or interest in HR. |  |
| Demonstrable experience of working with confidential and sensitive information and knowledge of data protection. |  |
| Excellent communication skills with a friendly and approachable manner, and the ability to build effective working relationships with colleagues at all levels in the organisation and externally (eg job applicants, prospective volunteers). |  |
| Experience of working with integrity and approachability, with the ability to recognise when something may need to be shared or escalated. |  |
| Experience of working with close attention to detail with a methodical ‘double check’ approach, to ensure accuracy and consistency. |  |
| Good numeracy (mental maths) skills. |  |
| Experience of advising staff in accordance with policies and procedures |  |
| Experience of working both collaboratively within a team, and on your own using initiative, proactively looking to improve processes, with the flexibility to accommodate changing needs. |  |
|  |  |
| **Practical Skills** |  |
| Experienced in using software packages to an intermediate level: MS Outlook, Word, Excel, PowerPoint | A/I |
| Able/willing to learn to use a range of video conferencing platforms | A/I |
| Demonstrates experience of organising time and juggling a busy workload with competing priorities | A/I |
| **Values and Attitudes** |  |
| A commitment to the York Mind values | A/I/E |
| 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 |

\* 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.

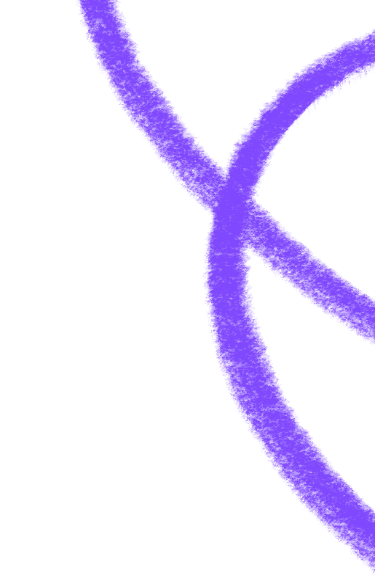
**To arrange a conversation, email** [**claire.ferguson@yorkmind.org.uk**](mailto:claire.ferguson@yorkmind.org.uk) **(Tuesday to Thursday)**

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

**Closing Date for applications: 9am Tuesday 15th April 2025**

**Interview date: Wednesday 23rd April 2025 (provisional)**

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### A picture containing plant Description automatically generatedWhat 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!

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## 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