



## Programme Administrator Job description

Job title	Programme Administrator (full-time 37 hours)
Salary	£17,874
Reporting to	Community Development Director
Location	Sevenoaks

### Purpose of the role

West Kent Mind provides a growing range of services with and on behalf of people with mental health needs. This new role is to provide administrative and marketing support for West Kent Mind's diverse portfolio of therapeutic and training programmes. This is a post that provides administrative support across two delivery teams.

We are looking for a highly efficient and proactive administrator to join our busy team who can confidently manage the administrative process and assist with the marketing of our various complex programmes.

### Key tasks

- Managing bookings for our training programmes within both schools, organisations and the community. To include managing schedules and diaries, liaising with trainers, confirming bookings for clients, notifying attendees and preparing for the sessions.
- Managing bookings for therapeutic programmes on behalf of ourselves and our partners. To include managing schedules and diaries, arranging assessments, liaising with therapists, liaising with partner organisations, confirming bookings for clients, notifying attendees and preparing for the sessions.
- Disseminating course material and responding to specific access requirements.
- Capture and store feedback and outcomes generated from all programmes and projects.
- Design and create evaluation reports including tables, charts and graphs.
- Communicate with a wide range of individuals and external organisations by telephone, email, letter and social media.
- Take part in meetings with current and potential partners in the programmes and projects.
- Assist in generating, posting and updating engaging promotional content on our website.
- Assist with the production of a variety of engaging promotional materials including posters, leaflets, letters and online campaigns.
- Assist with the smooth running of West Kent Mind as a whole and work as part of a team.

- To take reasonable care for your own health and safety and for that of others who might be affected by your work, as required by law and described in the relevant operating procedures and policies for your area of work.

## Person specification

All experience may be paid or voluntary, full or part-time, in the UK or overseas. West Kent Mind values different and creative ways of managing and supporting people.

Essential:

- Must be responsive to the hopes, needs and aspirations of people with mental health needs.
- Excellent administration skills and process driven.
- Very good communication skills and ability to work effectively with other team members and with a wide range of people and organisations and to build and maintain excellent relationships.
- Have excellent organisational skills with attention to detail and the ability to effectively prioritize the tasks allocated.
- An excellent team player.
- Advanced IT skills including use of Microsoft Office, Wordpress, Mailchimp and Survey Planet.
- Ability to work on your own initiative, seeking support when needed.
- Professional, enthusiastic, self-motivated and proactive with a commitment to the aims of West Kent Mind.
- Discretion and judgment when dealing with sensitive and/or confidential information.
- Financial understanding and ability to take account of the need to work within budgets, save costs and maximise income in carrying out the job and identifies opportunities to make further savings and increase income.
- Advanced knowledge of social media including Facebook, Twitter and Instagram.
- Flexible and adaptable

Desirable:

- Car driver, with access to a car and able to travel

## Terms and conditions

Hours of work	37 hours per week
Salary	£17,874
Contract term	12 months

Holidays

23 days per year (calculated pro-rata for part-time employees) increasing by 1 day for each year of service to a maximum of 30. Bank holidays are also calculated on a pro-rata basis, these are discretionary and do not form part of your contract of employment.

Pension

We operate a contributory pension scheme, which you will be auto-enrolled into (subject to the conditions of the scheme).

Probationary period

This is usually 3 months but may be extended for a period of no more than 12 months.

Employee Assistance

All staff have access to an Employee Assistance Programme. This is a 24 hour service available 365 days per year.

Closing date: Friday 13 September

Interviews: Friday 20 September