

The ACC is looking for an experienced administrator to work alongside the HarMINDise Coordinator post. We are a busy team that demonstrates passion and care for the community we work with. You will be part of a team which is enthusiastic, hardworking and fun-loving.

HarMINDise is a young people-led mental health project which will engage with young people from ethnic minority backgrounds across Swansea to find out how they want to increase resilience and change and implement mental health services for young people.

This is an exciting new project funded by the National Lottery Community Fund.

Job Title	ACC HarMINDise Service Administrator
Reporting to	Project Coordinator
Location	Swansea
Salary	£21,840
Contract Type	Permanent
Hours	Pro rata 21 hours (5 year Contract)

The Role and Purpose

To provide effective administrative support for a new service being developed by young people and the Power Up Partnership which Platform will be leading. This role will involve supporting the service manager in coordinating partnership meetings and project activities, keeping accurate recordings and being the first point of contact for enquiries about the service. You will play an important role in the development of effective administration and monitoring systems, which will support the work of the team to achieve the best outcomes for children, young people and families accessing wellbeing support. You will be comfortable working alongside children and young people as they are at the centre of this new innovative project funded by the National Lottery Community Fund.

Role Responsibilities

- General project administration duties
- Maintenance of project database and participant files
- Preparation of project activity analysis reports
- To act as a single point of contact for the service, including responding to telephone calls and emails
- To assist the Service Manager in the preparation of meeting calendar invites, agendas, minutes and action logs, to ensure the project stays on track
- To prepare and make available documents required for reporting and formal feedback;
- To provide efficient telephone and reception support;
- To ensure accurate recording and distribution of incoming and outgoing mail;



- To set up and maintain effective filing systems;
- To draft letters and other documents as directed;
- To assist with preparation of presentations and marketing material;
- To photocopy and prepare project documentation as and when required;
- To process orders for stationery and office supplies and liaise with suppliers as required
- Form part of the wider Platform children and young people's team to contribute to ongoing service improvements and make the most of supervision, reflective practice, personal development, and new ideas.

The Ideal Candidate

Required experience, knowledge, qualifications and training:

- Proven work experience in similar role
- Knowledge of office procedures
- Ability to work as part of a team or alone
- Excellent verbal and written skills
- Knowledge and experience of MS Office (Excel, Word etc)
- Great telephone manner and welcome attitude
- Attention to detail

Desirable experience, knowledge, qualifications and training:

- Qualification relevant to the work – at Level 3 or above.
- A creative skill and/or passion for innovation and new ideas

Personal Attributes

- Highly organised
- Resilience
- Reflective
- Team player
- Ability to meet deadlines
- Strong time management / prioritisation skills.
- Driven and passionate
- Innovative thinker
- Excellent attention to detail
- Excellent communication skills



Why African Community Centre?

At ACC, we truly believe our staff are our number one resource, without the wonderful people who work here we would be nothing. So, we do our best to ensure people feel respected, valued, cared for and supported. Our staff really matter to us, you are at the heart of everything we do. We are passionate about training, career development and progression. There are many opportunities to learn and develop. We provide all training required to successfully deliver the role and you will be surrounded by a fully experienced and supportive team and manager. It matters to us that our workforce represents as many identities and backgrounds as possible. As such, we are committed to providing equality of opportunity for all current and prospective members of our team, at every level of the organisation. We particularly welcome applicants from black and minority ethnic backgrounds. We are committed to support flexible working and believe getting the balance right is critical to personal and professional success.

If you have any question relating to the role, please do get in touch with Chizobam Ekenna at chizobam@africancommunitycentre.org.uk or 07826596900.

Person Specification

	Essential	Desirable	AS
Experience			
Experience of working in and administration role previously	✓		Applica
Experience of working within the mental health sector and/or supporting people experiencing emotional distress		✓	Applica
Experience of working within the third/voluntary/charity sector		✓	Applica
Experience of partnership working and multi-agency liaison	✓		
Qualifications and skills			
A qualification relevant to the work or the willingness to work towards it		✓	Applica
Excellent verbal, written and IT skills, including basic word processing, and inputting information	✓		Applica Assess
Ability to manage online calendars and record accurate meeting minutes	✓		Applica
Ability to respond to email and telephone queries from children, young people, parents and carers about a service	✓		Applica



Ability to maintain a calm composure and provide a compassionate response to people in distress	✓			Applica
Knowledge and Understanding				
How community and third sector services can contribute to young people's mental health and wellbeing	✓			Applica
How young people may become discriminated against because of their difference	✓			Applica
How mental health problems can affect young people	✓			Applica
And understanding of how to involve young people in the development of the service	✓			Applica
How to manage own time and the time of others, including when mobile working	✓			Applica
Competencies				
Role model behaviours of integrity and dignity to other team members	✓			Applica
Role model behaviours underpinned by respect of difference	✓			Applica
Adapt communication to the audience	✓			Applica
Identify the best outcomes, solve problems and overcome barriers to achievement	✓			Applica
Identify new opportunities to seek and share experience with others	✓			Applica