

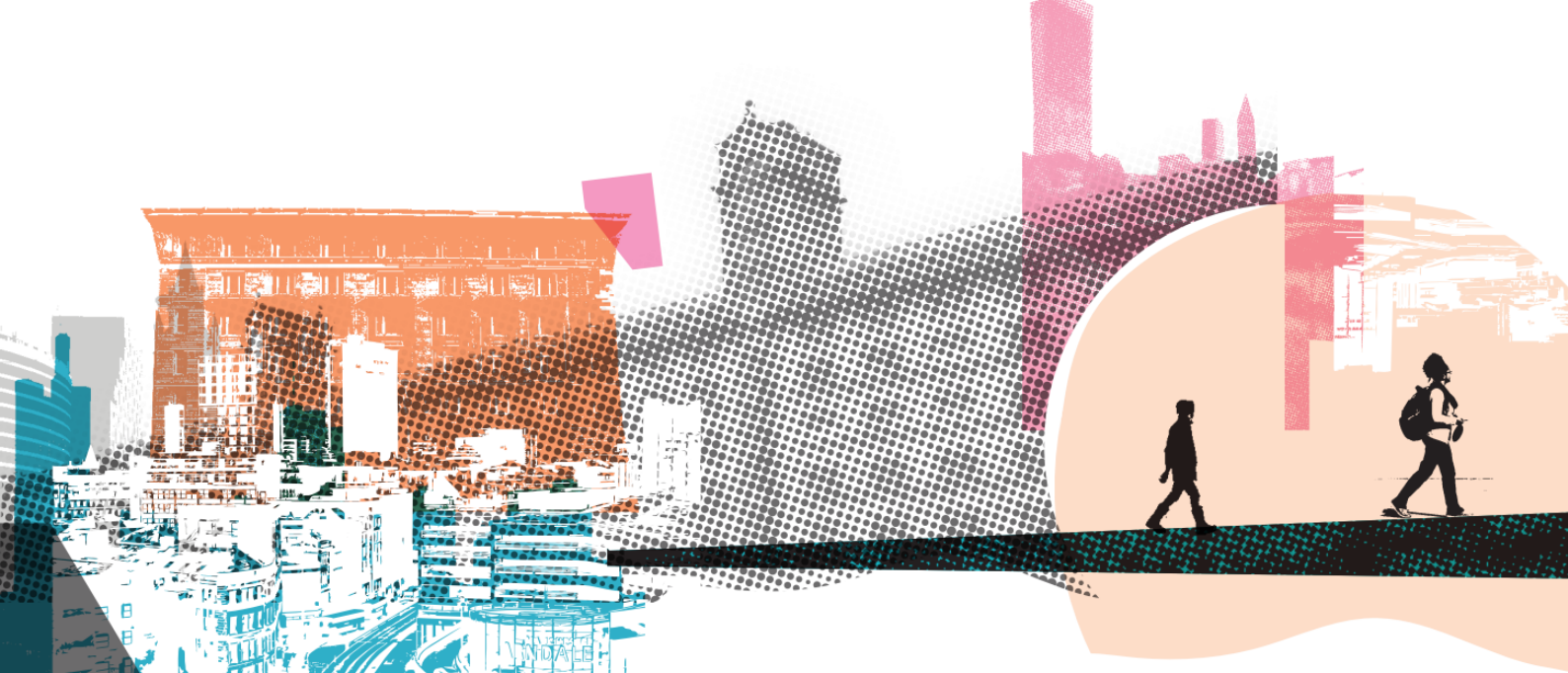
Recruitment pack

THE BIG LiFE GROUP



Administrator

This job changes lives



About The Big Life Group

The Big Life Group's mission is to fight for equity, in health, in wealth and in life. We are a social business delivering a range of services across the North of England, covering everything from mental and physical health, addiction and criminal justice, to housing, education, family support and much more. What links them together is the way we work – The Big Life Way.

We always stand shoulder-to-shoulder with people, working with them on the things that matter most to them. Everything we do is designed and informed by the needs, priorities and strengths of people and communities.

Our values

- **Courage:** We stand up for ourselves, and the people and communities we work alongside, even when that makes us unpopular, or challenges accepted wisdom.
- **Creativity:** We find innovative solutions that work, never accepting the easy option or the status quo.
- **Honesty:** We act with integrity, speaking the truth to ourselves and others.
- **Inspiration:** We are inspired by the people and communities we work with and share what we learn from them to inspire others.
- **Thoughtful:** We act with care and compassion and work to understand people's experiences. We take time to listen, reflect and continually learn.
- **Valuing difference:** We recognise and celebrate the unique qualities, gifts, insights and perspectives that different people offer.

Working at Big Life

At Big Life, work is more than a job – it's about standing shoulder-to-shoulder with people and communities, making a difference every day. We fight for equity in health, in wealth and in life, and that commitment starts with how our staff.

Be yourself

We want you to feel safe, respected and able to bring your whole self to work. Difference is celebrated here, and our staff networks - from menopause to neurodiversity, LGBTQI+ and more - create space to connect and support each other.

Benefits that matter

We offer more than a payslip - you'll find wellbeing support through LifeWorks, Simply Health and mindfulness sessions, 25-30 days' annual leave plus your birthday off, flexible working, and regular learning opportunities. Everyday perks include Blue Light Card discounts, savings schemes, cycle-to-work, free eye tests and more - little extras to make life easier inside and outside of work.

Recognised as outstanding

We're proud to be ranked by Best Companies as one of the UK's outstanding places to work, with a two-star accreditation in 2024.

A culture of trust and flexibility

Our people describe our culture as relaxed and supportive. You'll be trusted to plan your own day, take breaks when you need, and work in a way that fits with your life as well as your role.

If you're looking for more than a job - if you want to be part of a team that's bold, creative and relentlessly committed to equity – then Big Life could be the place for you.



Job Description: Administrator

The basics

Salary

£25,583 pro-rata (NJC point 5)

Hours

14 hours per week on a fixed term contract until 31 March 2026

Annual leave

25 days, increasing to 30 days after five years

Base

Tameside and Glossop

Line manager

Service Manager

Closing date for applications

26 October

What you'll be doing

As our Administrator, you will play a key role in supporting the smooth and efficient running of the Living Well Tameside service. Working across our neighbourhood teams in Ashton, Denton, Stalybridge, Hyde and Glossop, you will provide high-quality administrative support to colleagues and partners delivering mental health and wellbeing services.

You'll work closely with a team of Peer Support Coaches, Mental Wellbeing Coaches, Psychological Therapists and Senior Mental Health Practitioners, helping ensure the service runs efficiently, records are maintained accurately, and clients receive an excellent experience.

Organised and proactive, you'll manage referrals, prepare and record meeting documentation, and handle data securely and confidentially. You'll be confident using Microsoft Office and database systems and able to communicate effectively with internal teams, professionals, and members of the public.

This is a great opportunity to make a meaningful contribution to a service designed around lived experience and community partnership. You'll join a supportive team and have access to training and development opportunities to help you grow your skills and confidence.

Main duties

1. Be the first point of contact for enquiries or information, providing professional and friendly communication by phone, email, or in person.
2. Collate, analyse and disseminate data and information as required.
3. Take accurate minutes for meetings including Multi-Disciplinary Team (MDT) and Daily Huddle meetings, and distribute outcomes promptly.
4. Manage new referrals, prepare daily huddle documents, and action outcomes following discussions.
5. Input and update client information on database systems, managing referrals and discharges as required.
6. Assist with the sending of key documents to GPs and Primary Care Mental Health Teams.
7. Support monitoring and feedback processes, including collecting information from clients, compliments, and complaints.
8. Maintain accurate, confidential records and ensure information is stored securely in line with data protection and confidentiality procedures.
9. Assist in managing post, emails, and other communication systems.
10. Prepare reports, minutes, and other documents to a professional standard.
11. Order and maintain office supplies to support the smooth running of the service.
12. Book rooms, manage diaries (including electronic calendars), and support the coordination of meetings and events.
13. Contribute to the continuous improvement of administrative systems and processes to increase efficiency and service quality.
14. Support and participate in service promotion and engagement events.
15. Carry out any other reasonable administrative or reception duties as required.

Work-related expectations

1. Work within Big Life's mission, values and ethos.
2. Contribute to the ongoing development of Big Life and the Living Well Tameside partnership.
3. Ensure the safety and wellbeing of all people by adhering to safeguarding, information governance, health and safety, and all other Big Life policies.
4. Commit to your own personal development and attend training or development activities as required.
5. Work in accordance with all relevant legislation and data protection regulations.
6. Participate in regular supervision and an annual review.
7. Promote user involvement in all aspects of service delivery and improvement.
8. Undertake any other duties as required, appropriate to the post.

Person Specification: Administrator

The successful candidate will be able to demonstrate that they meet the following points, either in their application, at an interview or through taking part in a test.

Experience

1. Experience working in a busy office environment, managing competing priorities, and using multiple systems effectively.
2. Experience of diary management and communicating with members of the public from different backgrounds and communities.
3. Experience working in a primary care or healthcare setting is desirable.
4. Experience taking and producing accurate meeting minutes and other professional documents.
5. Experience providing excellent customer service, including handling compliments and complaints.

Skills

1. Excellent administrative and organisational skills, including data processing and multi-tasking.
2. Strong verbal and written communication skills, with the ability to produce documents to a professional standard.
3. High level of computer literacy, including experience using Microsoft Word, Excel, Outlook and databases.
4. Ability to manage own workload and work to deadlines with minimal supervision.
5. Excellent teamwork skills and willingness to support colleagues.
6. Good attention to detail and accuracy in all work.
7. Confidence in managing confidential information appropriately.

Knowledge

1. Understanding of mental health services and common mental health problems is desirable.
2. Knowledge of data protection, confidentiality, and information governance requirements.
3. Awareness of equity, diversity and inclusion and how these principles apply in service delivery.

Education

1. Strong IT and administrative experience – formal qualifications in business administration or similar are desirable but not essential.
2. Willingness to undertake further training relevant to the role.

Personal

1. Positive outlook and can-do attitude.
2. Personal resilience and flexible approach to change and challenges.
3. Empathy and understanding towards people experiencing mental health difficulties.
4. Commitment to working within Big Life's mission and values, with a non-judgemental approach.
5. Willingness to learn, develop, and support others.



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in health, in wealth and in life.

thebiglifegroup.com