

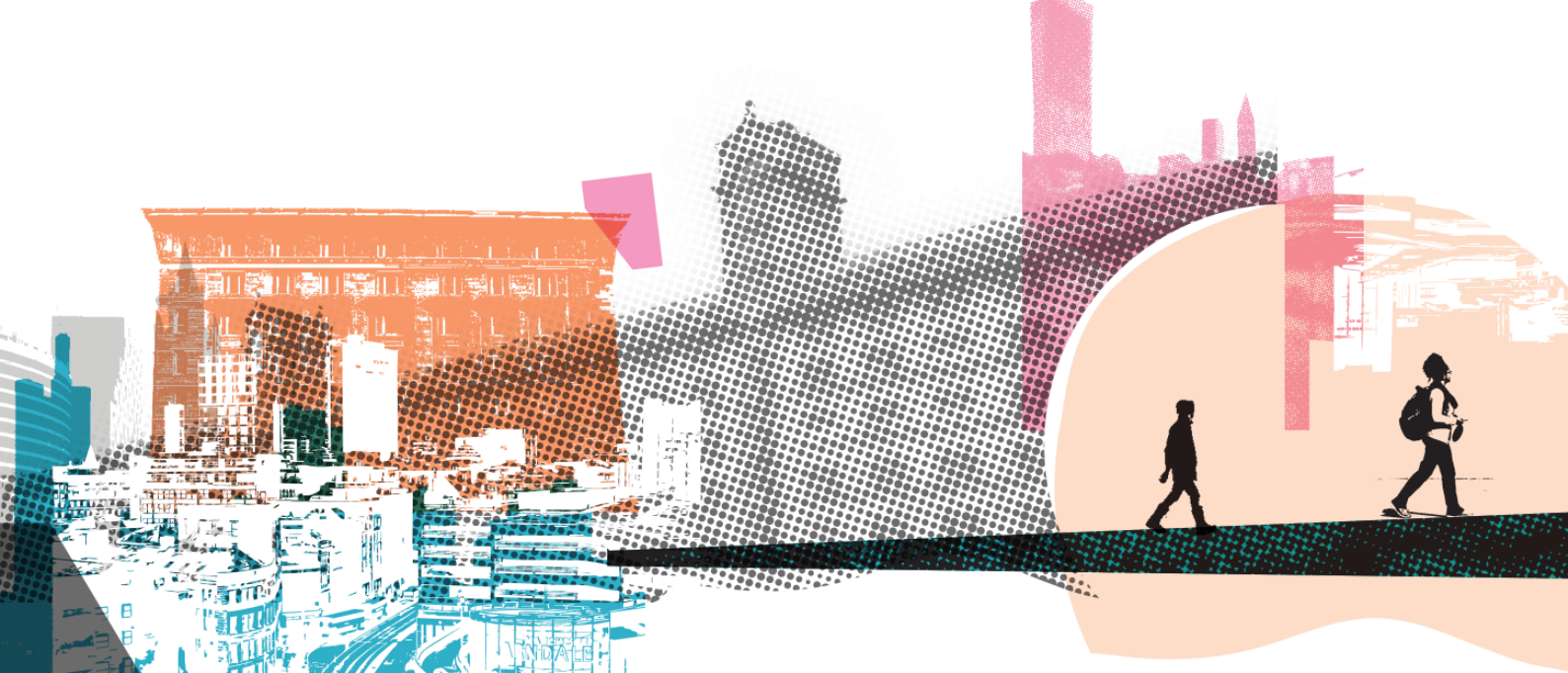
Recruitment pack

THE BIG LiFE GROUP



Administration Assistant

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: Administration Assistant

The basics

Salary

Real Living Wage.

Please note, annual leave and bank holidays will also continue to be on a pro-rata basis. **As this position is partially funded by Access to Work, salary and hours will be subject to yearly reviews.**

Hours

20 hours per week. This is a permanent contract; however, it is dependent on Access to Work funding, which cannot be guaranteed indefinitely, and is not controlled by The Big Life Group.

Annual leave

25 days (pro rata), increasing to 30 days after five years

Base

Zion Centre, Manchester. This role can also include some remote working.

Closing date for applications

Sunday, 30 August. Interviews will take place on Friday, 11 September.

We recognise that AI tools can be useful in supporting job applications, for example by helping with spelling, grammar, structure, or clarity. However, the content of your application should reflect your own skills, experience, knowledge, and ideas. You may be asked at interview to expand on or discuss any part of your application.

What you'll be doing

You will provide personal administrative support to one of our qualified psychological wellbeing practitioners and assist with administration across the Talking Therapies service. You'll need to be highly skilled at organising and prioritising a busy workload and multitasking.

By doing this role, you'll be perfectly placed to gain insight and skills, if you're aspiring to get into a role that involves delivering one-to-one support with service-users, such as a trainee Psychological Wellbeing Practitioner or a wellbeing coach. You'll learn about clinical interventions, including assessment and treatment, and how to manage risk.

Above all, you'll gain the admin processes and functions required of a psychological wellbeing practitioner, including using multiple systems and databases.

Main duties

- Learn how to use a number of electronic databases used by the service
- Ensure information and data is kept updated and stored securely in line with data protection and confidentiality procedures
- Direct communication as necessary, by phone, email or face to face
- Assist our psychological wellbeing practitioner with moving around office spaces safely
- Assist with booking rooms for meetings or manage diaries, if required.
- Ensure information and data is kept updated and stored securely in line with data protection and confidentiality procedures.
- Carry out any other reasonable administrative or reception duties as required.

Work-related expectations

- Work to Big Life's mission and values
- Contribute to Big Life's development
- Adhere to safeguarding, information security and all other Big Life group policies
- Identify and attend training as required
- Work in accordance with all relevant legislation
- Undergo regular one to one meetings and an annual review
- Undertake any other duties as required, appropriate to the post

Person Specification: Administration Assistant

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

- Working in a busy office environment
- Effectively communicating with a range of people, from different sectors and communities
- Forming effective relationships with customers, clients and external agencies
- Setting up and improving systems for improving processes

Skills

- Managing different workstreams at once
- Using a range of different processes and systems (electronic and paper) ensure the business area runs smoothly and effectively
- Communicating effectively with a range of people and groups
- Using IT including Word packages and databases
- Managing emotional impact during exposure to sensitive and emotional client-content
- Supporting and assisting a colleague with a visual impairment
- Safely escorting a colleague around office spaces and safely evacuate your colleague in the event of an office emergency
- Assisting a colleague with planning and scheduling of clinical appointments (where necessary)

Knowledge

- The barriers and lifestyle issues faced by the people we work with

Education

- GCSEs (or equivalent) in English and Maths

Personal

- Positive outlook and a 'can do' attitude
- Personal resilience and flexible attitude in the face of difficulties

- Commitment to working within the Big Life group's ethos and values, including have a non judgemental approach
- Commitment to personal development and willingness to regularly update skills and experience



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