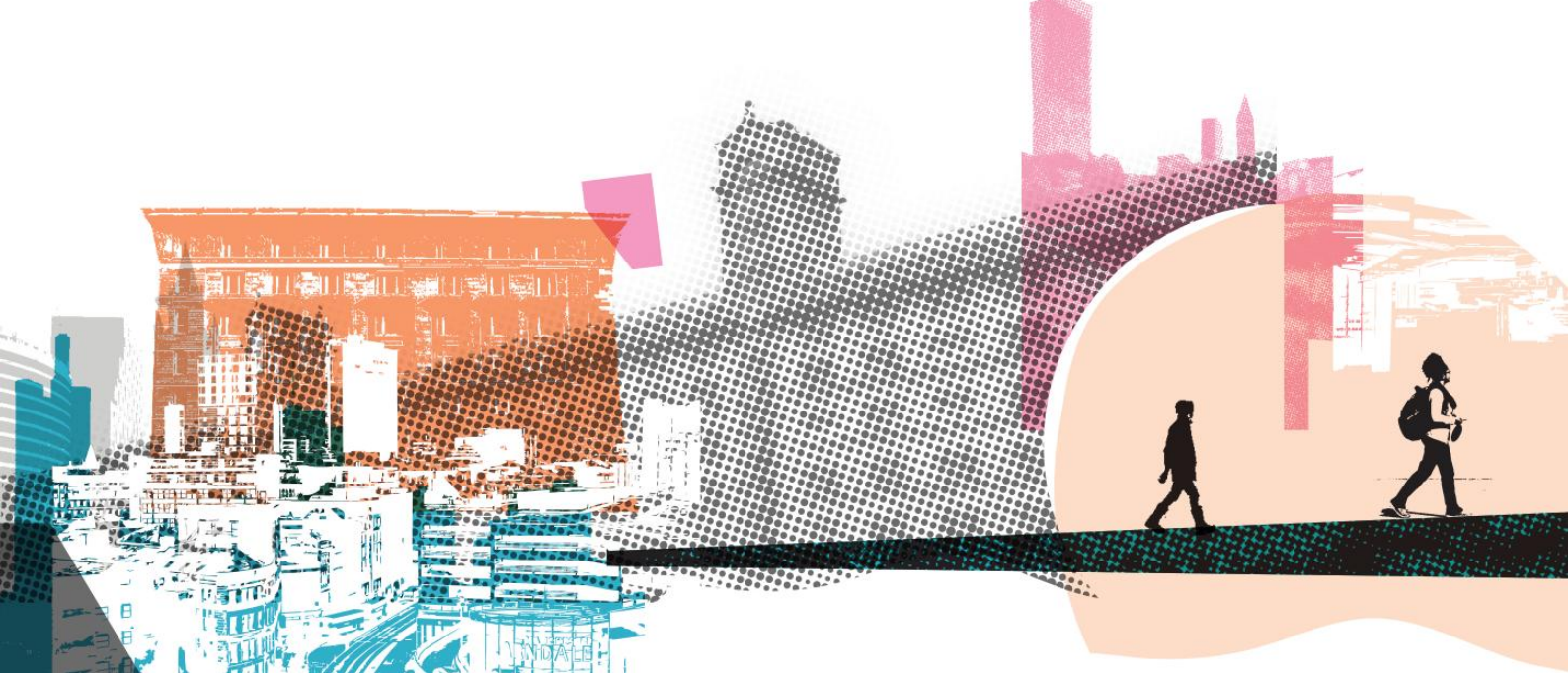


THE BIG LiFE GROUP



Administrator **Talking Therapies Stockport**

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

£26,427 (point 5 on NJS scale)

Hours

35 hours per week.

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. Travel to other sites across Stockport will be necessary.

Closing date for applications

The closing date for applications is Thursday 15th October. Applications received after this time will not be considered and CVs will not be accepted.

Interviews will take place on 22nd and 23rd October.

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 work as part of the administration team at Talking Therapies Stockport, providing administrative support to our team of practitioners who provide mental health support across Stockport.

NHS Stockport Talking Therapies is part of The Big Life Group's user-led mental health charity who provide the majority of Step 2 treatment in Stockport on behalf of the NHS. We deliver a range of services including support groups, eTherapy, and Cognitive Behavioural Therapy, and offer online and face to face courses for clients accessing our service.

The Administration team is a vital part of our service. You will liaise with clients daily to take referrals and book appointments, as well as managing confidential information in accordance with Information Governance and Confidentiality procedures. The successful candidate will also provide administrative support for our courses, so will need to be able to travel around Stockport.

Our work is fast-paced and dynamic as we support a large clinical team and answer hundreds of calls every week. The Administration team is driven by team targets as well as individual targets, so the ideal candidate needs to feel confident in their team-working abilities as well as taking the initiative for independent tasks.

Main duties

- To be the first point of contact for enquiries or information (telephone and email)
- To collate, analyse and disseminate data and information as required
- To ensure information and data is kept updated and stored securely in line with data protection and confidentiality procedures
- To direct communication as necessary, by phone, email or face to face
- To assist with managing the post and main service emails
- To assist with the sending of key documents to GPs and Primary Care Mental Health Teams
- To assist with the provision of training to new practitioners on the use of the database and other internal systems
- To assist with inputting patient referrals into a Client Database system and manage referrals and discharges when required
- To gather monitoring - and other – information from clients. This may involve short telephone interviews
- To produce information, reports or other literature as necessary including meeting minutes and dissemination to the team
- To continuously improve systems and processes to assist with increased efficiency, to save money and to ensure regular service improvements
- To assist and participate with service promotion events and activities
- To book rooms for meetings or manage diaries including electronically
- Carry out monitoring processes as required, e.g., building repairs, stationery supplies
- To 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
- Provide administrative support administration for our courses, so will need to be able to travel around Stockport

Work-related expectations

- To work within the Big Life group's values ethos and vision
- To contribute to the development of the Big Life group
- To work in accordance with all policies and procedures of the Big Life group, particularly (but not exclusively) Health and Safety; Information Governance and Safeguarding
- To commit to own personal development and attend training or development activities as required
- To work in accordance with all relevant legislation
- To undergo regular supervision, including peer supervision and at least an annual review
- To comply with operational reporting procedures, adhering to ethical, legal and quality standards
- To produce reports and documents as required by leadership team
- To work as part of a team
- To be responsible for ensuring the provision of high quality, effective services
- To support and promote user involvement in all aspects of service development and delivery
- To undertake any other duties as required, and as 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

- Experience of working in a busy office environment and managing a demanding workload, including computers and phones
- Experience working in a service that works with clients in Primary Care or a Health Care setting
- Experience and understanding of Mental Health services
- Experience of diary management and dealing with members of the public from different sectors and communities

Skills

- High level of literacy demonstrating attention to detail and accuracy
- High level of computer literacy (Word, database experience, outlook email & calendars, PowerPoint, Excel)
- Well-developed skills in the ability to communicate effectively orally and / or in writing
- Excellent Team working skills
- Excellent administrative skills: data processing, multi-tasking, telephone manner
- Customer care, including managing compliments and complaints.
- Ability to produce documents to a professional standard, including minutes
- Ability to manage own workload
- Ability to work on own initiative

Knowledge

- Knowledge and understanding of common Mental Health problems

Education

- GCSEs (or equivalent) in English and Maths

Personal

- A desire to work within third sector organisations
- Demonstration of empathy and value to those experiencing Common mental health distress
- Personal experience of managing common mental health Problems (not essential)
- Willingness to support colleagues and assist wherever possible
- Personal resilience and flexible attitude in the face of difficulties



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thebiglifegroup.com