

JOB DESCRIPTION ADMINISTRATION ASSISTANT

October 2022

Reports to	Business Development Manager
Location	Ground Floor, 1-3 Linkfield Corner, Redhill, Surrey RH1 1BL Flexible hybrid working is permitted, after the training period
Main function	To provide administration support to the Minding Your Business (MYB) team. <i>ESRA works with people who experience mental ill health, employers and other agencies to develop a range of employment opportunities in East/Mid Surrey. Through our Minding Your Business (MYB) subsidiary we offer Mental Health First Aid (MHFA) training and other training in mental health and wellbeing to corporate clients and individuals.</i>
Main Duties and Responsibilities <i>(NB In addition to these duties, employees are required to carry out other duties as may be reasonably required)</i>	FINANCE Processing financial transactions to Quickbooks including: <ul style="list-style-type: none"> • MYB Invoicing • Payments to Mental Health First Aid (MHFA) and Trainers • MYB credit management – including chasing overdue payments and resolving invoice issues
	MYB <u>Everything related to the MHFA England courses:</u> <ul style="list-style-type: none"> • Load courses on MHFA for authorisation and follow the rest of the steps including loading delegates sending materials etc. • Follow relevant booking procedures to ensure other MYB staff are aware of development of course/booking • Chase clients for required booking forms/details/payments • Create and circulate pre-course briefs • Order manuals and additional materials as required and ensure payment made to MHFA in timely manner • Assist with MHFA certification issues • Keep informed of MHFA England Newsletters • Attend MHFA webinars when topic of interest <u>Other Admin- non MHFA</u> <ul style="list-style-type: none"> • Create personalised booking forms per course per client • Personalise manual 'invites' for the learners • Chase incomplete or incorrect delegate details • Be interested and informed in the business but take an interest in the Charity • Eventbrite – when required, write copy and complete all relevant fields to allow course to be live on this booking system • Update MYB website, when necessary, with new courses and other info • Create weekly posts to be uploaded to our social media accounts.

	<ul style="list-style-type: none"> • Update CRM- Hubspot with current client bookings and other info • Be aware of important Mental Health Awareness days and remind the team so that we can provide relevant suggestions on courses to clients • Update the Master Spreadsheet with all new bookings • Develop a Mental Health Awareness days calendar
Person Specification – Essential	<ul style="list-style-type: none"> • Excellent communication skills • Professional and empathetic. Conscientious and enthusiastic • Organised approach and excellent time management skills. Able to multi task and adapt to shifting priorities • Able to work efficiently to tight deadlines • Able to work well as part of a team and on own initiative, but understand when to refer to line manager • High level of computer literacy – Microsoft Office • Accuracy and attention to detail are imperative • Able to handle customers professionally but with warmth and reassurance • A flexible approach to work • A satisfactory Disclosure and Barring Service (DBS) check will be required • Understanding and sympathetic approach to difficulties experienced by people with mental health problems
Salary, Benefits and Contract	<ul style="list-style-type: none"> • 3-4 days a week. Annual salary of £23,000-£25,000 pro- rata • Paid monthly by credit transfer. • You will be encouraged to attend a MHFA course (£RRP 325) paid by MYB to learn about one of the most important products we offer • This post is being appointed to support MYB workload and to provide additional cover during a likely absence by the Training Support & Administration Manager • This role could be performed in a flexible hybrid working style but the candidate will be asked to work from the office 2 days a week (Usually Monday and Tuesday). The candidate will be asked to be at the office for the training period. • Hours will be flexible to suit MYB needs and the availability of the Administration Assistant. • Initially 3 days a week minimum. Will progress to more hours as business needs dictate. Days to be agreed • Probation period of 6 months – 1 weeks’ notice on either side. • Once probation successfully completed - 1 months’ notice on either side • Paid holiday pro rata of 25 days per annum plus Christmas-New Year closure and statutory bank holidays

Contact Us

We look forward to hearing from you!

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