



AREA ADMINISTRATOR RECRUITMENT PACK

Welcome to Penumbra:

Thank you for wanting to join our team. At **Penumbra Mental Health**, we pride ourselves on being a great place to work where you can grow and thrive in a supportive team.

Penumbra is one of Scotland's largest mental health charities. We support around 1800 adults and young people every week and employ 450 staff across Scotland.

Founded in 1985, we work to promote mental health and wellbeing for all, prevent mental ill health for people who are 'at risk', and to support people with mental ill health to live fulfilling lives.

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About Us

We are **Penumbra Mental Health**, a pioneering charity providing dedicated services for people with mild to serious and enduring mental ill health.

We support people on their journey to better mental health, by working with each person to find their own way forward.

From being there for people in crisis to suicide prevention, supported living to self-harm management and peer support. We are with those we support every step of their journey to a better place. People's experiences are at the centre of everything that we do. We champion peer workers; they know that recovery is possible, because they've been there too.

The power of people's lived experience enables us to provide pioneering services which transform lives. Find out more here: penumbra.org.uk

Our vision is that people live with positive mental wellbeing and can easily access the best possible support when they need it.

Our mission is to provide exceptional mental health and wellbeing support and activities, guided by people's own lived experience, their recovery journeys and their hopes and aspirations.

We live and breathe our values



Compassion

Courage

Curiosity

Collaboration

And we're looking for kind people like you who want to make a difference in people's lives. We can offer you a tonne of employee benefits, and we can promise you'll be inspired by some pretty amazing humans every single day. So, good luck with your application!

Vision

Our vision is that people live with positive mental wellbeing and can easily access the best possible support when they need it.

Our vision is aspirational, ambitious and hopeful. It gives a view of what we aim to achieve

Mission

We will deliver exceptional mental health and wellbeing support and activities, guided by people's own lived experience, their recovery journeys and their hopes and aspirations.

Our mission explains how we aim to achieve our vision. It is the reason we exist.

Values

Our values set our behaviours and actions. These underpin everything we do.

Courage

We will do the right thing. Standing up for people, their rights, wellbeing and recovery

Compassion

We listen and respond with hope, kindness and respect

Curiosity

We explore, reflect, learn and adapt to create solutions that are best for people's wellbeing

Collaboration

We will work with those who share our vision and values

STRATEGIC AIMS

Our aims describe how we direct our activities towards delivering our Mission

To make a **positive** difference to people's **recovery** and mental wellbeing.

To value, support and involve **our people**.

To be **innovative** and creative in all that we do.

To continuously learn and **improve** our practice and processes.

To be thought and practice **leaders** in recovery and mental wellbeing.

Advertisement

Area Administrator

Location: Edinburgh – Office-based, may involve some travel

Salary: £20,608 - £22,426

Permanent

If you are looking for a rewarding career and to work within an epic team that will help you grow and thrive, then you have come to the right place. Here you can start your day knowing what you do really does make a difference!

As an Area Administrator, you will be integral to the smooth running of the East Area Office and work within the Business Support Team to provide administrative support to the Head of Services (East). Working across Edinburgh, Mid & East Lothian, Scottish Borders and Fife your strong administrative skills, flexibility and positive approach will be called in to action every day.

We can offer you a tonne of employee benefits, and we can promise you'll be inspired by some pretty amazing humans every single day. We will support you on your own career path; developing new skills, accessing formal and informal learning experiences and providing opportunities to put your continual progress into practice.



penumbra.org.uk



✉ enquiries@penumbra.org.uk ☎ 0131 475 2380

Head Office | Norton Park | 57 Albion Road | Edinburgh | EH7 5QY

Penumbra is a charity (SC 010387) and a company limited by guarantee (SC 091542) registered in Scotland.

Job Description: Area Administrator

Service:	East Area
Responsible to:	Business Support Assistant
Salary:	£20,608 - £22,426 per annum pro rata (£10.57 - £11.50p/h)
Working hours:	37.5 hours per week Monday to Friday
Location:	Based in East Area Office in Edinburgh at Leamington Terrace
Closing:	The deadline for applications is Sunday 4 th September at 7pm
Interview:	Successful candidates will be invited to a formal interview in person in Edinburgh on week commencing 5 th September

Job summary:

As an Area Administrator, you will be integral to the smooth running of the East Area Office and work within the Business Support Team to provide administrative support to the Head of Services (East). Working with our services across Edinburgh, the Lothians, Scottish Borders and Fife, your strong administrative skills, flexibility and positive approach will be called in to action every day.

Main duties and responsibilities

- Answer all incoming calls to the East Area Office.
- Respond to incoming emails to generic area email accounts.
- General secretarial and administrative support including word processing, spreadsheets, database, photocopying, distributing documents and electronic filing.
- Digital archiving of historic paper-based records.
- To maintain systems of information related to service provision, including contact and mailing lists.
- To register new starts on internal digital systems and respond to access requests.

- Provide IT and software support to service teams as required.
- To maintain systems of recording information related to:
 - finance
 - staffing
 - health and safety
 - office premises
- To maintain stock of publicity materials including service leaflets, and update materials to align with Penumbra’s corporate identity.
- Contribute to the organisation of workshops, events, meetings and travel arrangements as required.
- Attend internal and external meetings and take detailed minutes as required.
- Order and maintain office supplies including stationery, personal protective equipment and cleaning products.
- Support focused activities as required by the Head of Services (East).
- Undertake such other duties as may be required by your line manager.

Person specification

Qualifications	<p>Essential</p> <ul style="list-style-type: none"> • Good secondary level education. <p><i>Desirable</i></p> <ul style="list-style-type: none"> • Administration qualification
Knowledge and Experience	<p>Essential</p> <ul style="list-style-type: none"> • Experience of reception/telephone work. • Experience of working in an office environment. • Experience using a range of software packages including Excel, Outlook, Work and Access. • Experience of creating and managing spread sheets & databases. • Ability to maintain accurate records and prepare complex statistical information. <p>Desirable</p> <ul style="list-style-type: none"> • Experience of working in a Social Care Organisation. • Experience of working without limited supervision. • Experience of desktop publishing and presentation packages.

<p>Core Competency – Working with Others</p>	<p>Essential</p> <ul style="list-style-type: none"> • Builds good working relationships with team members. • Is reliable and flexible within the team • Is approachable, open, polite and helpful to others at all times.
<p>Core Competency – Learn and Apply</p>	<p>Essential</p> <ul style="list-style-type: none"> • Is aware of own strengths and development needs. • Demonstrates commitment to keeping knowledge, understanding and skills up to date. • Is open to positive and constructive feedback from others.
<p>Core Competency – Communication</p>	<p>Essential</p> <ul style="list-style-type: none"> • Speaks and writes clearly and accurately and ensures the message is understood. • Explains clearly and accurately issues, policies, procedures and other pertinent information. • Conveys sensitive or contentious information tactfully.
<p>Core Competency – Managing Self</p>	<p>Essential</p> <ul style="list-style-type: none"> • Is open to change and continually improving practice. • Has the awareness of when to ask for help and has the confidence to do so, where appropriate.
<p>Core Competency – Professionalism</p>	<p>Essential</p> <ul style="list-style-type: none"> • Demonstrates a commitment to Penumbra’s values. • Takes responsibility for own work. • Strives to provide efficient, effective, high quality services.

Conditions and Remuneration

Salary Package

£20,608 - £22,426 per annum (£10.57 - £11.50p/h)

Benefits

- Flexible working
- Cycle to work scheme
- Confidential Employee Assistance Programme, offering free counselling for you and your family
- Employee Discount Scheme
- Death in Service benefits
- Full training and professional development

And so much more!

Get in touch

If you'd like an informal chat about this role and working for Penumbra Mental Health, please contact: Charisse McGowan, Business Support Assistant (East) on 07818 511736 or charisse.mcgowan@penumbra.org.uk

For more on our who we are visit: penumbra.org.uk

For more opportunities across our teams visit: penumbra.org.uk/careers



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