

# Recruitment Pack

**Customer Service and  
Administration Officer**

August 2024

**Thank you for your interest in working with Lancashire Mind**

## Who are we?

Lancashire Mind is an independent mental health charity, delivering our impactful strategy that was co-created with the people of Lancashire. We reach over 10,000 people each year.

We're an active member of the Mind Federation, linking us with over 100 other local Mind organisations across England and Wales, providing opportunities for good practice sharing and partnership working.

Our purpose is to support people in Lancashire to achieve the best mental health and wellbeing possible.

### To achieve this, we:

**Connect Minds** through ongoing engagement and co-creation.

**Change Minds** by challenging stigma and increasing knowledge around mental health.

**Support Minds** by being a source of help, where, when, and how people need it.

### We value being:

#### Real

Grounded in lived experience and making sure our work is relevant to Lancashire.

#### Bold

We're not afraid to demand better for people who need our help.

#### Caring

Treating people with compassion and respect and being there for people and communities in Lancashire.

#### Open

Working inclusively to tackle issues and being open to new ideas.

We believe that everyone can achieve good mental health and wellbeing, and that resilience is the key to sustaining it. With 50% of mental health conditions developing before age 14, building resilience from an early age is central to our work.

We empower people in Lancashire to value and take care of their mental health. Our work ranges from 1:1 support for people facing multiple and complex barriers, to preventative and influencing work. We work in partnership with others to make mental wellbeing a priority.

We're determined to be an organisation that represents the diversity of the whole county and one that challenges the mental health inequalities faced by our communities. We're working to become a truly anti-racist organisation.

Everyone who works for Lancashire Mind is fuelled by a passionate belief that enabling people to achieve mental wellbeing will reduce the number of people who go on to develop a mental health condition, and for those who do, to have a better chance of remaining well.

**Join us to connect, change and support minds in Lancashire.**

## Why work with us?

As well as striving to meet the mental health needs of our local communities, we aim to be a good



employer and do what we can to provide a supportive and healthy environment for our employees.

You'll get a friendly welcome from colleagues and clear expectations about your role and how it contributes to achieving Lancashire Mind's goals.

### **Flexible working**

We operate a hybrid working policy. For office-based roles, you can split your time between home and our office in Chorley. For service delivery roles, you'll also spend time working in communities at a range of different venues. Depending on the requirements of the role, we will also consider remote working.

Our full-time hours are 35 hours per week. We are open to requests for flexible working hours, including compressed hours. Everyone is provided with the equipment needed to work from home or in the community.

### **Leave**

Full-time staff have 25 days annual leave, plus bank holidays (pro rata for part-time roles). We close for the days between Christmas and New Year, which are given as additional leave entitlement (pro rata).

We've recently introduced long-service leave. Employees who've worked for Lancashire Mind continuously for 3 years are entitled to an extra day's holiday for each full year of service, up to a maximum of 5 days (pro rata). We've also introduced a buying/selling annual leave scheme.

We offer five paid days of emergency/compassionate leave (pro rata) to help you manage unexpected life events.

### **Wellbeing benefits**

We have a workplace wellbeing scheme provided by a small team of staff champions. Champions organise wellbeing activities and run a regular wellbeing survey, giving staff the chance to input to improving wellbeing in the workplace.

We offer an annual, paid wellbeing half-day to encourage all employees to do something positive for their own wellbeing.

Our Employee Assistance Programme gives you and your immediate family access to a 24/7, 365 confidential helpline and you'll have access to a smartphone app with personalised wellbeing content.

We cover the cost of an annual standard eye test and annual flu vaccination for all staff, regardless of your role.

### **Financial benefits**

We offer the opportunity for staff to save for their retirement by providing a workplace pension scheme, with options for matched contributions up to 6%.

From your start date you'll be eligible for the company sick pay scheme, which increases with each year served up to 6 weeks full pay, 6 weeks half pay after five years of service.

### **Learning and development**

You'll have protected time during regular 1:1 sessions with your line manager to reflect on and plan the work you do.

We provide a wide range of learning opportunities, including shadowing other staff, as well as regular training courses.

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## **Who you'll work with**

As this role will include regular customer interaction, this is an exciting role that has a remit to support the full range of Lancashire Minds services, but in particular our Children and Young People's (CYP) department due to recent growth.

You will work closely with colleagues in the Operations Team to provide a customer service

function for people enquiring about Lancashire Mind services. You will also build relationships with other local organisations, enabling you to build a good knowledge of where to signpost people to when they are seeking support.

In addition, the role will provide a range of administrative support to the Services team. Our services are wide ranging; supporting children and young people from the age of 5 up to young adults, both in education settings and in the community. We also provide a therapeutic service for adults along with projects working with targeted communities across Lancashire.

The postholder will respond to phone calls, emails, web and social media enquiries.

## Your role

You will deliver administrative support to the Services team, with a focus on the CYP team. This will include resource preparation, data entry, data collation and analysis or registering prospective clients into our services.

You will provide office cover on three nominated days of the week (chosen days to be negotiated). This will include answering, and responding to customer enquiries via phone, email, web or social

media. You will manage referrals into our services, signpost to specialist services, provide general advice and problem solve when required.

You will be warm and friendly with excellent customer service skills. You will be flexible and adaptable to be able to respond to competing priorities with excellent time management and organisational skills.

You will have wide ranging administration experience and be highly proficient in all Microsoft applications. You will have knowledge and understanding of digital platforms. You will work with our CRM and other data systems to maintain effective records, run reports and complete data analysis.

You'll be confident, creative, and able to work autonomously in the organisation. You'll be able to communicate with a wide range of people and quickly build rapport.

**Above all, we want someone who believes in our vision of a Lancashire where everyone has the opportunity to have the best mental health and wellbeing possible.**

## Job description

**Job title:** Customer Service and Administration Officer

**Hours:** minimum of 28 hours, up to full-time 35 hours per week

**Contract:** fixed term for a minimum of 12 months (potentially longer dependent on funding)

**Starting Salary:** £25,767 (pro rata applied to reduced hours)

**Responsible to:** Schools Senior Coordinator

**Location:** Office base is in Chorley with a minimum of three days in the office

## Overview

As one of Lancashire's fastest growing charities, we now require additional customer service and administrative support. As the Customer Service and Administration Officer you will support our service delivery teams, along with providing customer service capacity to respond effectively to people contacting Lancashire Mind.

You will answer enquiries, prepare resources, complete data entry, oversee referrals into our services, run reports and analyse data. You will work closely with the Operations and CYP teams in particular but interact with all functions of the organisation.

## Main duties and responsibilities

- Act as the public face of the organisation day to day; this may be dealing with phone calls, emails, web enquiries, social media requests and occasional visitors to the office
- Provide administrative support to the Services directorate such as resource preparation, data entry, data analysis, uploading notes, managing referrals to our services
- Gain a broad understanding of Lancashire Mind services so clients are referred into the most appropriate service to meet their needs
- Be responsible as a key holder and open and close the office on nominated days, with some flexibility to cover absences
- Manage and maintain the Lancashire Mind SharePoint sites alongside other IT administrative tasks
- Process and manage data on the organisation's contact relationship management (CRM) system
- Support the management team to develop and improve infrastructure/reporting systems and databases
- Induction support for new starters (staff and volunteers), focused on customer service
- Take minutes at meetings and updating actions plans, which may include service or team meetings
- Provide administrative support in compilation of information for project claims or reports
- Support the management of any physical mail coming into the office
- Build and maintain relationships with a diverse range of stakeholders across Lancashire
- Attend meetings and training where necessary
- Understand and implement Lancashire Mind's policies and procedures, including key policies such as safeguarding, language and communication policies.
- Undertake flexible working hours, including weekend and evening work when required (where possible, working hours don't go above the contracted hours but this is sometimes unavoidable, so we operate a time off in lieu (TOIL) policy, this allows any time owed to be taken back at a later date).
- Travel across Lancashire (travel expenses reimbursed, except for usual commute to and from work).
- Undertake other duties, as and when deemed necessary by a Senior Manager



# Person specification

We only consider inviting to interview people who show that they possess the required experience, skills and personal attributes, as outlined in the table below. **When completing your application form, please use examples from your professional and personal life to illustrate how you fulfil all the criteria to be assessed at application stage only (A).**

Lancashire Mind is committed to fighting racism and other forms of oppression. We want to be a great employer for all our staff, regardless of their background or characteristics. We recognise that not everyone is the same and that different people will require different support to fulfil their potential. We want to ensure Lancashire becomes a place of greater equity and inclusion. One thing we can do to work towards that goal is to ensure that our staff team is representative of the diverse communities across Lancashire, and particularly those communities we know face mental health inequalities. We particularly encourage applications from those communities and from anyone with experience of living with a mental health condition.

	Criteria	Assessed at application (A) or interview (I)
<b>Knowledge and experience</b>	1. Experience of managing regular incoming communications for an organisation	A & I
	2. Experience of providing administrative support to several teams with different needs	A and I
	3. Experience of managing records and systems	A
	4. Experience of data input and data analysis	A and test
	5. Experience of improving processes to enable efficiency and/or a better experience for customers	I
	6. Experience of managing conversations around wellbeing and/or mental health	A and I
	7. A good understanding of GDPR, safeguarding and professional boundaries	A and I
<b>Skills, abilities and competencies</b>	1. Advanced Office IT skills, in particular excel and developing spreadsheets (including Microsoft Office 365 packages)	Test at interview
	2. Excellent communication skills – confident communicating with people from diverse backgrounds and through a variety of methods	A and I
	3. Ability to handle multiple tasks and adapt to changing or unexpected circumstances	A and I
	4. Ability to form and maintain good working relationships internally and externally	A
	5. Excellent organisational skills, literacy and numeracy skills	A and I
	1. Resilient and committed to promoting mental wellbeing for all	A

<b>Personal attributes</b>	2. A demonstrable personal commitment to equal opportunities and challenging discrimination	
	3. Positive, enthusiastic and friendly attitude	

**Please note:** Lancashire Mind follows Safer Recruitment practices and has a commitment to safeguarding people who use our services. Therefore, this role is subject to an enhanced Disclosure and Barring Service (DBS) check so all applicants must be willing to undergo the check. If invited to interview, we will ask you to provide evidence of your qualifications and right to work in the UK.

# How to apply

If you would like to discuss the job before applying, contact Rachel Whippy:  
[rachelwhippy@lancashiremind.org.uk](mailto:rachelwhippy@lancashiremind.org.uk)

Applications must be submitted using a Lancashire Mind job application form, which can be downloaded from our website [www.lancashiremind.org.uk/recruitment](http://www.lancashiremind.org.uk/recruitment) or requested by emailing [admin@lancashiremind.org.uk](mailto:admin@lancashiremind.org.uk)

## **The deadline for applications is 9am on 23 September 2024**

Email your completed application form to [admin@lancashiremind.org.uk](mailto:admin@lancashiremind.org.uk). Please do not convert your form to a PDF, otherwise it will not be possible for us to remove the identifying information before sending your application to the recruitment panel.

Late applications will not be accepted. Those who do not adequately demonstrate how they fulfil the criteria required at application stage, will not be considered for shortlisting.

## **Interviews for this post are scheduled to take place on 1 October 2024.**

**Please keep this date free as alternatives can't be offered.** Successful candidates will be notified no later than 27 September. Interviews will be held in-person at Lancashire Mind's office in Chorley.

If you have not heard from us by two weeks after the deadline, please assume that you have not been shortlisted on this occasion. The organisation regrets that it cannot provide feedback to unsuccessful applicants at the shortlisting stage.

If you have any questions about the application process or require support with the process, please don't hesitate to contact our Operations Team on 01257 231660.



# What to expect at interview

Shortlisted applicants will be invited to attend an interview, which will usually take place at the Lancashire Mind office in Chorley. Occasionally, they are held at other venues in Lancashire or virtually via Microsoft Teams. Details of the venue and times will be included within the email invite. You can expect the following if you are attending an interview:

- All interviews include a task and set of questions asked by a panel of three people.
- Some interviews include a presentation, which will need to be prepared in advance of the interview. Where a presentation is required, we provide a minimum of 5 days' notice to allow time for preparation. We recommend applicants pencil time into their diary for preparing a presentation, in the event they are shortlisted.
- We allow 30 minutes for candidates to read the panel questions and make notes, which can be referred to during the interview.
- The panel interview will usually consist of between 6 and 8 questions and takes around 30 to 45 minutes.
- We aim to support people to feel as comfortable as possible at interview and are happy for you to ask for clarification on any of the questions asked by the panel, as well as taking a few moments to think about a question before answering.
- Once the panel have asked their questions, candidates can ask questions about the job and/or Lancashire Mind.
- We can adapt the interview process for individuals where required. There is space on the job application form to request reasonable adjustments.

**Lancashire Mind**  
80-82 Devonshire Road  
Chorley  
Lancashire  
PR7 2DR

01257 231660  
[admin@lancashiremind.org.uk](mailto:admin@lancashiremind.org.uk)  
[www.lancashiremind.org.uk](http://www.lancashiremind.org.uk)

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