

Job Description: Administrative Assistant

Job title	Administrative Assistant	Location	Based at home <i>Required to attend: quarterly in-person team meetings, monthly team working days and occasional events (in central London), if applicant's home location allows.</i>
Contract type	Permanent contract	Days	21 hours or 3 days per week <i>Hours flexible, but days worked must include Wednesdays and Fridays. Hours worked must fall between 8.00 am - 6.00 pm GMT</i>
Start date	ASAP	Salary	£20,000 - 22,500 pro rata <i>Dependent on experience</i>

Role summary:

We are seeking an enthusiastic and reliable individual to provide administrative support to our small, but very busy, training and administration team, primarily supporting our external training delivery but also carrying out tasks to support events and general office tasks, as well.

This role would suit a dependable, organised person who is looking for some flexibility in their working hours and who enjoys efficiently carrying out routine tasks to a high standard. You will need to be competent with MS Office and able to learn new IT software systems. You will need to be experienced and comfortable with working independently without daily supervision.

The MindForward Alliance team works remotely and this role will be home based. You will not be required to communicate verbally with clients or answer external phone calls. We do come together to work once a month and for quarterly strategy days in a central London location. The team are required to join these team days in person, if the employee's home location allows. This role will report to the UK Administration, Events and Training Manager and will work closely with the Training & Events Administrator.

About MindForward Alliance

MindForward Alliance is a business-led, expert-guided membership organisation that works with large corporate businesses around the globe (typically from financial, legal, professional services and technology sectors) to help transform workplaces into mentally healthy environments.

Our work includes providing strategic guidance, support and training to organisations – at a global and regional level – to help them to build mentally healthy workplaces that are good for people and good for business.

Key Responsibilities

- Management and action of the training, events and general enquiries mailbox
- Providing general administrative support to the team
- Administrative support for international training course deliveries and UK events, including supporting the Events & Training Administrator with:
 - Responding to enquiries from new prospects and setting up meetings for them to discuss training options
 - Preparing and sending out contracts to training clients
 - Ordering delegate materials for specific training courses
 - Setting up the course on Zoom or other platforms (if online)
 - Liaising with clients and trainers re. logistics – e.g. scheduling courses, booking briefing calls, etc
 - Creating attendee resources and feedback surveys
 - Creating and sending training certificates to attendees on completion of course
 - Creating and sending post-event reports to clients and trainers
 - Logging key event information on our impact reporting database
 - Ensuring attendee data is imported across into our newsletter database

Required skills and experience

- Essential:
 - Excellent organisational skills, with a strong eye for detail
 - Ability to enjoy and find satisfaction in carrying out routine tasks to a high standard

- Confidence to use initiative and work independently to achieve deadlines
 - Strong written communication skills
 - A competent IT user (Proficient in Microsoft Office 365 - Word, Excel, PowerPoint, Outlook, and SharePoint) with a willingness to learn new software packages, CRM systems, etc as required
- Desirable:
 - Previous experience in a similar role
 - Previous experience using a training management system, learning management system, or similar

Application Process and Deadline:

- Please send a CV and short covering letter clearly demonstrating why you would be good for this role to Kate Laird, Training, Admin & UK Events Manager at:
HR@mindforwardalliance.com.
- The deadline for applications is Friday 19th April 2024.

We believe diversity is a strength. We are actively working towards our organisation being a place where everyone can thrive and make their best contribution to our mission of improving workplace mental health and wellbeing. We know that the more perspectives, voices, and experiences we can bring to this work, the better. We welcome applications from people from all marginalised groups, communities, and backgrounds.

More about working with us

Our culture: We live by our values and to advancing equity, diversity and inclusion in all we do. At the heart of all our work is a commitment to leading the way in making mental health a priority in all organisations so that work is good for your mental health.

Our benefits: Our work is important and so are you. We want your work to protect, support and promote good mental health. See below an overview of our benefits package.

- **Agile & flexible working:** This role is suitable for agile and flexible working to give you control over how you work to support you to work and live well.
- **Holiday:** 30 days holiday entitlement a year plus bank holidays (pro-rated for part-timers)
- **Pension:** Contributory pension scheme.
- Private Medical Insurance.
- Life Insurance.
- **Professional development:** To achieve our ambitious vision we support our team to achieve their full potential and provide opportunities for growth and professional development
- **Team wellbeing:** A calendar of monthly team wellbeing activities centred on the 5 Ways to Wellbeing (Connect with others; Be physically active; Learn new skills; Give to others; and Mindfulness) which focus on education and upskilling on our own personal wellbeing, and that of those around us.

Our values





Business led

We are founded by purposeful business leaders. Our work is led by business and informed by insights into the continually changing needs of industries, organisations and employees



Brave

We shine a light on sensitive workplace wellbeing challenges, and are relentless in our work to uncover and share pioneering and impactful solutions to achieve lasting positive change in workplace mental health



Inclusive

We are committed to including, supporting and lifting-up people from all backgrounds in our focus on better workplace mental health



Collaborative

We believe that the purposeful collective effort of businesses, mental health experts, academics and people with lived experience is essential for achieving our vision



Compassionate

We work with kindness and empathy, taking a human-first approach that has a positive impact for people, communities and broader society