

Job Description and Person Specification

Post title:	Project Assistant
Responsible to:	Project Officer
Responsible for:	N/A
Starting Salary:	£18,759.00 - £19,909.50 (pro-rata) – equivalent of £9.62 - £10.21 p/h
Hours:	Part-time – 18.75 hours per week (fixed term to 31 March 2022)
Location:	Remote working / Unit 50, Equinox South, Great Park Road, Bradley Stoke, Bristol BS32 4QL.

Background

The Independent Mental Health Network (IMHN) represents a diverse community of **past, current and future users of mental health services**, as well as those with lived experience of mental health.

By working together, **we believe that we can be a force for positive change** in the way that mental health is treated, perceived, and recognised.

At our core, IMHN aims to:

- provide a safe space for people to confidentially share their needs and experiences of services, while we campaign for change by holding local providers to account
- act against discrimination, and promotes a positive understanding of mental health through education
- challenge current practice, so that we can increase parity of esteem and instigate worthwhile change, allowing people to access the care that they deserve.

Job Summary

The post-holder will be expected to assist our engagement and co-production work, which will involve working closely with different stakeholders, to deliver our funded projects.

This will also include providing administrative support for representatives with lived experience of mental health problems attending meetings and engaging in shaping mental health support on behalf of the organisation.

The post-holder will ensure that projects are adequately supported so that they are delivered to high standards, on time and to budget.

The post-holder will be required to follow the governing documents and policies and procedures of the organisation at all times. This includes positively engaging with the culture of IMHN as a member-led organisation.



The post will be based in the Bristol, North Somerset and South Gloucestershire area with the opportunity for flexible and occasional home working. This will include travel to meetings across the area. The role may also include occasional evening and weekend working hours. Subject to the latest government guidelines in place for COVID-19, this post will include in person working, as well as online / remote working.

Training will be provided to support development in the role.

Please note: the successful candidate will also be required to undertake an enhanced DBS check.

Key Responsibilities:

1. Project Support

- Provide high quality administrative and project support to the Project Officer.
- Provide project updates and reports via Excel and any other tracking systems as required.
- Carry out meeting administration – including booking rooms, equipment and taking minutes, liaising with project teams regarding arrangement for meetings.
- Support other strands of the programme of work as and when required.

2. Representation and Engagement Support

- Provide inbox management support to key email accounts, ensuring queries are responded to and actioned in a timely and appropriate manner.
- Support the coordination and organisation of events with relevant stakeholders, including our mental health conversation events.
- Support lived experience representatives to carry out their roles effectively. This includes supporting the gathering and analysis of insights and other administration.
- Support monitoring and evaluation of our activities in a proactive and coordinated manner.

3. Membership Support

- Help maintain a membership database for the organisation, ensuring that it is regularly reviewed and updated.
- Ensure activity that representatives are involved with is appropriately logged on our CRM system.

4. Working with Stakeholders

- Ensure appropriate input and engagement is sought from varying levels of the organisation to ensure effective implementation of plans and protection of the reputation of the organisation. This may include soliciting advice and guidance from

your line manager, members of IMHN, members of the Board of Trustees and external funders as appropriate.

- Maintain and develop effective working relationships with members and elected representatives of the network to support the achievement of organisational objectives. This should include communicating opportunities for our membership and wider networks to get involved in our work.

5. **Miscellaneous / Other Duties**

- Responsible for any other reasonable duties as required by the organisation.
- Always represent IMHN in a professional manner, acting as an ambassador for the organisation at all times.

Person Specification

Attribute	Essential	Desirable	How this will be assessed
Education and Qualifications		<ul style="list-style-type: none"> • Five GCSE's, including English and Maths (or equivalent). • Mental Health First Aid (MHFA) trained or other appropriate qualification 	Application
Skills and knowledge	<ul style="list-style-type: none"> • Understanding of the issues affecting people with lived experience of mental health problems • Excellent verbal and written communication skills • Excellent negotiation and interpersonal skills • Excellent IT and organisational skills • Understanding of safeguarding processes and how to work with potentially vulnerable adults 	<ul style="list-style-type: none"> • Knowledge of risk management, General Data Protection Regulations (GDPR) and equalities legislation and good practice • Understanding of relevant health & safety legislation 	Application Interview
Relevant Experience	<ul style="list-style-type: none"> • Experience of supporting projects and administration • Experience of working with a diverse range of stakeholders and communities • Experience of record keeping and the handling of sensitive and confidential information • Experience of working and building relationships with people with lived experience of mental health problems 	<ul style="list-style-type: none"> • Experience of working in a mental health or charity setting • Experience of working with volunteers • Experience of working in a democratic or membership environment • Experience of remote working 	Application Interview
Personal Qualities	<ul style="list-style-type: none"> • Demonstrable experience of working within a team • An approachable, problem-solving attitude • Ability to work unsupervised and on own initiative / proactively 	<ul style="list-style-type: none"> • Lived experience of mental health problems 	Application Interview

	<ul style="list-style-type: none"> • Ability to manage competing demands and prioritise effectively • Flexible and adaptable approach • Ability to motivate others • Commitment to equality, diversity and inclusion • Commitment to challenging mental health stigma and discrimination • Commitment to managing personal effectiveness 		
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