

## Job Description

<b>Job Title</b>	Training and Income Generation Administrator
<b>Service/Department</b>	Income Generation and Engagement
<b>Salary</b>	£23,400
<b>Hours</b>	37.5 hours Monday- Friday (We are happy to discuss flexible hours with candidates.)
<b>Base</b>	Colchester – some hybrid working is possible
<b>Responsible to</b>	Head of Income Generation and Engagement

### Job Summary:

Mid and North East Essex Mind are the leading local mental health charity and part of the national Mind federation. We are financially independent, and we are required to raise our own funds.

The Training and Income Generation Administrator is a brand-new role and offers an exciting opportunity for someone who has great organisational skills, can build great relationships with internal and external stakeholders and who understands the importance of good mental health and wellbeing.

You will play a crucial role in supporting our Mental Health Toolkit training programme and Income Generation team. You will be responsible for managing administrative tasks such as responding to telephone and email enquiries relating to training and fundraising, managing bookings, co-ordinating training sessions and ensuring that systems and training materials are up to date.

In addition will be responsible for supporting the Income Generation team in a range of administrative tasks including income processing, responding to telephone calls and e mails, updating our supporter database, and promotion of charity fundraising events.

### Key Responsibilities:

1. To act as a first point of contact for all telephone and email enquiries (training and general).
2. Manage training administrative tasks, such as booking venues, coordinating the training diary, raising proposals and contracts, handling inquiries, and maintaining database/booking systems.
3. Organise and co-ordinate mental health training sessions both internally and externally through liaising with internal colleagues and external organisers.
4. Diary management in respect of coordinating training sessions and drafting and distributing training-related communications, including emails, invitations, reminders, and follow-up information.
5. Oversee the ordering and availability of training materials, ensuring they are up-to-date and consistent with organisational branding.
6. Work closely with the Mental Health Education Lead to ensure they have the necessary resources for effective training delivery.
7. Prepare training materials and other resources including handouts and refreshments.
8. Maintain a training database, logging attendance for all sessions.
9. Set up of appropriate virtual sessions via Zoom, Teams or other method for delivery of online training.
10. Recording and reporting into Finance for invoicing.
11. Produce training certificates and distribute to attendees following sessions.
12. Reviewing and monitoring training session feedback.
13. Produce quarterly reports for the Senior Leadership Team and Trustee Board Meetings.

14. Ensuring the accurate and regular updating of the charity database, E Tapestry recording all donations and communication with donors.
15. Issue thank you letters to fundraisers and donors in a timely and professional manner.
16. To support the fundraising team with preparing for any fundraising and engagement events with the collation of charity materials and promotional items.
17. Managing the stock of fundraising merchandise and ordering new merchandise as required.
18. Provide support to the Marketing and Communications Manager on key tasks and projects.
19. To count, record and process donations taken at Mid and North East Essex Mind's events
20. Attend Mid and North East Essex Mind community and fundraising events as required which may involve some evening and weekend work.
21. To maintain an up-to-date fundraising and engagement calendar
22. To provide support and training as necessary to charity volunteers working in our area to ensure they are made to feel welcome and part of our team.

**General**

23. Work within the ethos and policies and procedures of Mid and North East Essex Mind.
24. Work within the parameters of the Organisation's and Service Policies, Processes and Procedures.
25. Uphold all Health and Safety processes and Risk Management both for premises and client and staff safety.
26. Any other duties commensurate with the post and grade.

**Organisational values:** *Post-holders must demonstrate the following:*

<b>Value</b>	<b>Phrase</b>
<b>Listening</b>	We listen to the needs of our wider community and each other – actively engaging, learning and sharing every day
<b>Co-Producing</b>	We believe that the people affected by a service are best placed to help design it and reach collective outcomes together
<b>Trusted</b>	We build trust in our communities by consistently delivering high quality services and being honest in everything we do
<b>Inclusive</b>	We develop inclusive services and support that respect the diversity and dignity of everyone in our communities
<b>Innovative</b>	We explore new ideas and ways of working to build a culture that embraces innovation, excellence and creative solutions
<b>Supportive</b>	We foster a culture of empathy, respect and open communication to support our communities and each other

**Person Specification**
**POST: Training and Income Generation Administrator**

Category	Essential	Desirable
Education & Qualifications	1. Good level of education (including GCSE in English & Maths) to enable effective verbal and written communications.	
Experience of	2. Experience of using computerised systems for accessing, recording, and updating information. 3. Administration or sales experience 4. Excellent customer service, working with the public 5. Experience of working with numerous other people- internal and external 6. Experience of processing confidential and sensitive information following GDPR.	Some sales experience over the phone/via email Previous experience working in the charity or training sectors
Skills, Abilities & Knowledge	7. Strong organisational skills and attention to detail. 8. Excellent interpersonal skills 9. Proficiency in using Microsoft Office packages (e.g., Word, Excel, Outlook). 10. Excellent communication skills, both written and verbal. 11. Ability to work independently and prioritise tasks effectively	
Personal Characteristics	12. Bold and Creative 13. Honest and courageous 14. Reliable 15. Compassionate 16. Tactful and diplomatic 17. Self- motivated 18. Team player	
Other	19. Flexible- occasional evening and weekend working to support charity events	Car driver