

## JOB DESCRIPTION

<b>Job Title:</b> Administration Lead
<b>Hours Per Week:</b> 28-35 (4 or 5 days)
<b>Pay:</b> £24,600 - 27,000 pro rata
<b>Contract:</b> Permanent
<b>Holidays:</b> 28 days per annum, 1 extra day for your birthday p/a
<b>Start Date:</b> June/July 2025
<b>Department:</b> Core/Admin
<b>Directly responsible to:</b> Operations Manager
<b>Location:</b> Invictus Wellbeing Offices across Calderdale, Bradford, Kirklees - Negotiable on job offer

## ABOUT INVICTUS WELLBEING

[Invictus Wellbeing](#) is one of West Yorkshire's leading Children and Young Person's Mental Health Charities. We offer timely, effective and accessible mental health support whilst also promoting positive mental wellbeing in the communities we serve. We offer a range of services across Bradford, Calderdale and Kirklees and work with thousands of young people each year.

Our mission is to ensure that all children and young people have access to the support they want and need. We work exclusively with children and young people (5-25) and offer person centred support and care through counselling, support and evidence based interventions.

Our core values are collaboration, innovation, compassion and integrity and we expect all staff and volunteers to uphold these core values through their work with children, young people and families.

This is an exciting time to join our organisation as we enter our tenth year of existence and deliver new and innovative mental health services across Bradford and West Yorkshire.

## ABOUT THE ROLE

We are seeking a highly motivated candidate with abilities in administration, leadership and business development. The administration lead will oversee and manage a team of administrators whilst also overseeing key administrative tasks and being a key member of our leadership team.

The administration team is the first point of contact for the organisation. They handle all calls, emails, admin tasks and calendar management for our teams across the organisation. The admin lead will directly manage key organisational functions whilst also contributing to the development of processes and procedures which affect all staff, volunteers and our clients.

This role is fast paced, creative and rewarding. You will use a range of software and tools to ensure the organisation is running smoothly including email, calendars, spreadsheets, patient management systems and more. The role will be highly autonomous and consist of leading a small team whilst overseeing the organisation's administrative duties.

## MAJOR DUTIES

1. To oversee and manage all key administrative functions of the organisation including referral pathways, onboarding staff, managing IT equipment, feedback and outcome measuring, reporting and data management.
2. To manage a team of 4-6 staff effectively with monthly management supervision and ensuring relevant training and development of the team.
3. To lead process development and improve efficiency and effectiveness (i.e. introducing new procedures for receiving calls to ensure we are answering all calls).
4. To lead by example and create a positive, creative and inclusive team through instilling a culture in line with our core values and principles of the organisation.
5. To ensure we are meeting any administrative key performance indicators for our individual contracts.
6. To manage the organisation's resources including IT equipment such as phones, computers etc and ensure all delivery staff have adequate resources to do their job effectively.
7. To use a range of IT systems including patient record systems and G-Suite (Drive, Gmail and Calendar), ensuring high quality data is collected appropriately, kept securely and confidentially
8. To oversee business support within the organisation and complete or delegate key tasks of the leadership team and manage deadlines effectively.
9. To oversee, manage and use spreadsheets and databases to ensure data is being recorded efficiently and effectively.
10. To engage and speak with clients occasionally and resolve problems in a professional and person centred manner
11. To undertake ongoing professional development relevant to mental health and emotional wellbeing and other relevant skills.
12. To deliver training to staff around key functions and processes and demonstrate clearly and concisely.
13. To undertake other duties which are commensurate with the role.

## PERSON SPECIFICATION

We are looking for a resilient, creative and passionate leader who can step into a core role of the organisation.

You will be a self starter who can work on their own initiative and creatively solve problems when they arise. You will be able to learn quickly and be adaptable and flexible to ensure the organisation is running smoothly. You will need to have strong computer skills and the ability to use spreadsheets, databases and G-Suite on a daily basis. You will be able to communicate effectively and have strong organisational skills.

We would like you to be passionate about children and young people's mental health and be able to demonstrate our core values and how they align to your personal values. You will be willing to learn, be open minded and be able to adapt quickly to new situations and resolve problems quickly and efficiently.

## PERSON SPECIFICATION: CONT'D

The person specification outlines the main criteria for the post and short listing will be based on the following criteria. Please ensure that your supporting statement clearly shows how you meet the criteria using experience gained either in paid or voluntary work.

Criteria	Criteria: E= Essential D= Desirable	Measured by: A=Application I=interview E=exercise
<b>Qualifications</b> <ol style="list-style-type: none"> <li>1. Degree level or equivalent in a relevant field</li> <li>2. 3 A levels and/or equivalent</li> <li>3. Demonstrable qualifications in IT, GDPR, compliance, data management or other</li> </ol>	 D  E  D	 A  A  A
<b>Qualities</b> <ol style="list-style-type: none"> <li>4. Initiative, problem solving and openness to change</li> <li>5. A collaborative team player, concerned with team success as well as individual performance</li> <li>6. High level of self-motivation and ability to take strategic and operational decisions</li> <li>7. Good listener who responds well to feedback</li> </ol>	 E  E  E  E	 A/I/E  A/I  A/I  A/I/E

8. Constructive and energetic who brings positivity and enthusiasm.	E	A/I/E
9. Commitment to working in line with and championing our core values.	E	A/I
<b>Experience</b>		
10. Experience of managing small/medium teams which may be multidisciplinary in nature to deliver locality/service objectives	E	A/I
11. A track record of successful project management and leading on delivering results	E	A/I
12. Experience of overseeing IT/Project functions within an organisation	D	A/I
13. Demonstrable experience of leadership	D	A/I
14. Demonstrable experience of process development and innovating within a role	E	A/I
15. Experience of managing financial resources/budgets successfully.	D	A/I
16. Experience of using G-Suite, Patient Management Systems and administration	D	A/I
<b>Knowledge and Skills</b>		
17. Ability to take the lead in planning and carrying out developments and assessing and evaluating administration across the organisation	E	A/I
18. A sound understanding of quality assurance and effective performance monitoring through KPIs	E	A/I
19. Numerate with an ability to understand, analyse and make effective use of data.	D	A/I

20. Ability to multitask, prioritise and delegate effectively.	E	A/I
21. Ability to build a rapport naturally which creates a team ethos and culture that represents the organisation culture and values.	E	A/I
22. Ability to use a computer and software naturally and autonomously	E	A/I
<b>Other</b>		
23. A strong understanding of GDPR	D	A/I
24. A strong command of computer skills and technology, particularly with Microsoft and Google products as well as CRMs.	E	
25. A dedicated commitment to diversity and inclusion and equity and developing greater awareness in these areas	E	A/I

To apply, please go to: <https://www.invictuswellbeing.com/apply> and follow the instructions.

If you are unable to apply this way for any reason, please contact us at [enquiries@invictuswellbeing.com](mailto:enquiries@invictuswellbeing.com)

