

Job pack

Maternal Mental Health Alliance
Senior Team Assistant

October 2020



About:

The Maternal Mental Health Alliance (MMHA)

Who we are

The MMHA is a charity and coalition of over 90 national member organisations, lived experience champions and clinicians, working collaboratively to improve perinatal mental health care for women and families in the UK.

What we do

We bring the sector together to speak with one voice and campaign for all women throughout the UK who experience a perinatal mental illness to receive the care they and their families need, wherever and whenever they need it.

By working collectively to maximise our resources as an alliance, we harness our organisational, personal and professional expertise, energy and passion to drive change for women and families.

Our vision

To see **all** women across the UK get consistent, accessible and quality care and support for their mental health during pregnancy and postnatally.

The Everyone's Business Campaign

The MMHA's Everyone's Business campaign calls for all women throughout the UK who experience a perinatal mental illness to receive the care they and their families need, wherever and whenever they need it.

More than 1 in 10 women develop a mental illness during pregnancy or within the first year after having a baby. If untreated, perinatal mental illness can have a devastating impact on the women affected and their families.

In the UK, mental illness in pregnant and postnatal women often goes unrecognized, undiagnosed and untreated.

Find out more at www.maternalmentalhealthalliance.org/campaign

The role: Senior Team Assistant

Details

- Annual salary is **£27,000** pro rata (£13,500 actual) for 2.5 days a week (17.5 hours), with flexibility to increase to 3 days (21 hours) if funding allows. The specific working pattern is negotiable; the MMHA is a flexible employer and operates a four-day working week
- **Home based**, within 90-minute commute to Central London
- **Fixed-term** role for an initial period of 2 years, with the possibility of extension subject to funding
- 10% employer pension contribution

Job Purpose

- To provide efficient, proactive and effective operational and administrative support to the HR & Governance Advisor and Devolved Nations aspects of MMHA work – including to the nation Coordinators and the Development & Programme Manager
- To take the lead on day to day financial administration of the MMHA
- To take the lead on the administration of the MMHA's membership function and manage the MMHA's CRM system, process new member enquiries and lead on logistical aspects of members meetings and events
- To support with logistical aspects of overall effective team functioning, for instance the logistical aspects of team meetings, trainings and social events
- To provide cover for the CEO PA role as required and have the skills to step into this role more permanently should need arise
- To assist both the Development & Programme Manager and HR & Governance Advisor with paperwork relating to new funders and contracts

Location

This post is home-based, but the successful candidate will need to be based within 90-minutes' commute of Central London for easy access to meetings. **This requirement is non-negotiable.** Due to the ongoing Covid-19 pandemic, we will not be holding any in-person meetings until Spring 2021 at the earliest.

Reporting to

HR & Governance Advisor

Line management responsibilities

No direct line management responsibility.

Main responsibilities

Team administration

- Co-ordinate MMHA face to face team meetings, collating agendas and following up on agreed actions, and to collate agendas for weekly virtual team meetings
- Manage the main MMHA enquiries email address and respond to queries in a timely fashion; To assist the Development & Programmes Manager and HR & Governance Advisor with the paperwork required to set up new funders and contracts as required
- Provide administrative support related to the Devolved Nations coordinators, with guidance from the Senior Leadership Team
- Set up Zoom meetings for team members
- Assist with basic HR administration
- Provide logistical and administrative support for events
- Maintain the MMHA's cloud-based filing system using SharePoint
- Any other ad hoc administrative tasks as required by the wider MMHA team, including the board of trustees, as agreed by the HR and Governance Advisor
- Be the first point of contact with MMHA's chosen IT supplier, liaising with them to troubleshoot problems and arrange new equipment for staff as required.

Financial administration

- Take the lead on day to day financial administration. This will include but is not necessarily limited to:
 - Managing the accounts email address and ensuring invoices are entered promptly and accurately onto Xero
 - Ensuring that invoices are approved weekly
 - Assisting with processing payments using online banking
 - Sending remittance advice to suppliers
 - Assisting with monthly bank reconciliation working closely with the Finance Manager
 - Assisting, where required, with Year End accounts and the Independent Examination
 - Processing staff, trustee and volunteer expenses in line with agreed policies.

Devolved Nations

- Proactively co-ordinate monthly Northern Ireland, Wales and Scotland zoom calls and Coordinator catch ups with the relevant manager; to take minutes for any zoom calls
- Provide support to the Development & Programmes Manager and HR & Governance Advisor with any contractual aspects of the Devolved Nations Coordinator roles (these roles are not officially employed by MMHA but by a member organisation in each nation)
- Provide Devolved Nations logistical support in the event of any nation specific event / campaign meeting where admin is required, for instance coordinating invitations and participant communication.

Membership

- Organise logistical aspects of members meetings and members events
- Proactively plan for every members meeting, ensuring that agendas are collated and signed off in advance as well as following up on any actions noted from previous meetings
- Arrange new dates for members meetings in liaison with the CEO, Chair and Honorary President
- Collate and send papers and agendas to members
- Take accurate minutes at meetings (for sign off by HR & Governance Advisor / SLT) and record and follow up on actions
- Manage the membership email address and respond to queries
- Process new member requests in a timely fashion and manage the joining process, liaising with other team members where required
- Draft and send out member correspondence as and when required
- Manage the administration of the MMHA's CRM system
- Support the team with membership enquiries / analysis.

Other

- Any other administrative or support tasks as required and agreed between the postholder and their line manager.
- MMHA is a small charity and all team members are expected occasionally to perform duties outside the remit of their job description.

Essential skills and experience required:

- Excellent written and verbal communication skills
- Experience of all areas of general office administration, including dealing with telephone and email enquiries
- Experience of financial administration, ideally in the voluntary sector, along with an excellent level of general numeracy, accuracy and attention to detail
- Excellent organisational skills, including an ability to plan, organise and prioritise work to deadlines and under pressure
- Excellent ICT skills; good working knowledge of all MS Office packages is essential and you should also be technologically savvy and comfortable with learning new technologies
- Experience of minute-taking
- Experience of organising meetings
- A 'can do' and entrepreneurial attitude
- Excellent team working and collaborative skills
- Excellent people skills particularly relating to working in a membership organisation
- A flexible and adaptable approach to work
- Ability to work on own initiative with minimum supervision
- Willingness and availability to travel occasionally for events and meetings
- Commitment to the [MMHA's values](#).

Desirable skills and experience:

- Experience of working from home and managing work / time, and communication with team members accordingly
- Experience using Xero accounting software (although training will be provided)
- Experience using Microsoft SharePoint (although training will be provided)
- Prior experience of working for a charity would be a significant advantage
- A basic book keeping qualification
- Experience of liaison with people with lived experience (mental health)
- Background or experience as a PA or Executive Assistant.

Please note an existing reliable home broadband connection is a prerequisite of the role. The MMHA will provide a laptop, mobile phone and other equipment as required for work purposes.

How to apply

To apply, [please complete our online application form](#). We would be grateful if you could also complete our [equal opportunities monitoring form](#). CVs will not be accepted.

The deadline for applications is midnight on Sunday 2 November.

Interviews will take place via Zoom on **Wednesday 11 November**. Please note that we may not be able to offer an alternative date, so please make sure that the interview date is suitable for you before you apply.

The Maternal Mental Health Alliance is committed to increasing the diversity of our team. Currently people from BAME communities are under-represented in our staff team and we therefore particularly welcome candidates from these communities. We will be using positive action under the Equality Act 2010 to appoint a candidate from a BAME community if two candidates are equally qualified.

If you have any queries, require assistance or would like an informal chat about the role, please email:

recruitment@maternalmentalhealthalliance.org.