



INFORMATION PACK

Administrator / Receptionist

Mind Teesside
Emma W
Be Heard M
Teesside



WELCOME

A few words from our CEO

Thank you for your interest in our organisation and this role.

We're proud to have directly helped 27,000 local people this last year, more than we've ever supported. We've been working in local communities to improve mental health and wellbeing for 30 years and during that time our support has evolved, enabling us to help people in new and impactful ways.

We believe everyone has the right to enjoy good mental health and our team of trusted professionals provide expert support to help people lead full and happy lives. What's more, we campaign locally to improve services, raise awareness and promote understanding of what good mental health looks like.

Ours is a vibrant organisation to work for and our staff are our most important asset. We know just how important the benefits of a mentally healthy workplace are. So, it's only natural that our people and our culture are at the heart of all we do. Staff wellbeing is a high priority for us and we take great care and pride in making sure that everyone who works with us feels valued and supported. We're dedicated, friendly and open, working together to improve the lives of local people experiencing mental health problems.

I hope you'll be interested in joining our team once you've read this pack and I look forward to meeting you.

Emma Howitt
CEO

Our Values

CARING

We genuinely care about local people and the work that we do. We treat people with respect and dignity.

WELCOMING

It can be difficult to ask for help and there is still much stigma associated with mental health. When people come to us for support, our response is warm and welcoming. Our staff and volunteers are helpful and friendly. We don't judge people.

TRUSTWORTHY

People trust us with their personal stories. We appreciate this isn't easy and are grateful for people's confidence in us. We take confidentiality very seriously.

DETERMINED

We are committed to finding the best support for local people. We can tailor our services to meet their needs as we know finding help for mental health issues can be difficult. If we can't help then we'll find the right support from other local organisations where needed.

PROFESSIONAL

All our staff and volunteers are skilled in the work they do and are supported by us. We're constantly working to ensure our environment is safe and beneficial to you.



"I feel a real sense of belonging here, like I'm part of something special and we're all working together to make a difference. The culture here is people centric and I love that I'm valued.

Sinead, Project Lead

Administrator/Receptionist

Job Overview

Teesside Mind is looking for a friendly, organised and compassionate Administrator/Receptionist to join our welcoming reception team. This is a busy, varied and rewarding role, providing vital admin and front-of-house support across Teesside Mind and our services.

It's a great chance to be part of a supportive local charity where no two days are the same — and where the work you do genuinely makes a difference.

You'll be one of the first faces and voices people meet at Teesside Mind, helping to create a calm, welcoming and supportive environment for staff, volunteers, service users and visitors. Alongside reception duties, you'll play an important role behind the scenes, helping keep the organisation running smoothly through a range of admin support tasks.

Subject to any reasonable adjustments or flexible working requests, all employees may be required to contribute to working one evening shift per week until 7pm between Mondays and Thursdays.

Main Duties and Responsibilities

- To deal with enquiries made by phone and face-to-face from the public, service users and professionals. To provide information about Mind services and those of other organisations. To provide an initial caring response to any distressed callers and visitors and involve colleagues as appropriate.
- To receive visitors into the buildings and ensure they are responded to appropriately.
- To be responsible for good organisation of reception and administration areas, including, for example, maintaining and replenishing essential stocks such as service leaflets and forms.
- To be responsible for and undertake admin tasks across the organisation as required, including, but not limited to, co-ordinating room bookings, processing post, ordering goods and supplies, photocopying, mailings, filing, amending paperwork, taking minutes, booking venues, supporting meetings and events, tasks to support finance including petty cash etc.
- To provide admin support to our projects and services as directed. Admin support includes (but is not limited to) accurate data entry, contacting clients or professionals, preparing and sending documentation.
- To support the collection of information about Mind's activities using our databases, by inputting information and running reports as required.
- To respond appropriately to requests for admin support from Senior Managers and provide admin support to specific projects as agreed.
- To provide support and recognition to volunteers working in the admin team as agreed.
- To take an active role in maintaining health and safety across buildings. To actively contribute to staff safety procedures. To report any maintenance issues to the Office Manager.
- To undertake other tasks commensurate with the position as required.
- To work within the policies and procedures of Teesside Mind at all times.
- To take part in support and supervision as required.
- To take part in training and professional development activities as required.

Person Specification Criteria

Experience, Qualifications & Knowledge	Essential	Desirable
Maths and English GCSE – Grade C minimum (or equivalent)	●	
A relevant admin qualification to NVQ level 3		●
First Aid		●
Minimum of 2 years' experience of administrative work in a busy office environment	●	
Minimum of 2 years' experience of reception/working with the public including people who may be distressed	●	
Setting up and maintaining effective office systems	●	
Working independently and with limited direct supervision	●	
Direct personal experience of mental distress, either as a user of services, through self-management or as a carer		●
Voluntary and community sector organisations		●

Skills and Competencies	Essential	Desirable
Administration	●	
Verbal and written communications	●	
Reception and customer service, including responding calmly to individuals in distress	●	
Professional demeanour	●	
Accurate working and attention to detail	●	
Ability to work independently and on own initiative	●	

Skills and Competencies	Essential	Desirable
Ability to problem solve	●	
High standard of literacy and numeracy	●	
Organisational skills	●	
IT literate, including Word, Excel, Email and internet	●	
Time management, ability to work under pressure and complete tasks to deadlines	●	
Team working	●	
Flexible working with willingness to work in different Mind buildings and with different teams, and ability to cope with changing requirements and new tasks	●	
Working with personal and confidential information	●	

Other Personal Qualities	Essential	Desirable
With notice, able to work additional hours to cover annual leave of reception colleagues.	●	
Must be willing to work flexibly in line with service needs	●	
Ability to travel independently	●	
Positive attitude to work, energy, enthusiasm and motivation	●	
Confidence to make contact and communicate with a wide range of people	●	
Commitment to developing skills in line with organisation's needs	●	
Commitment to Mind's values – including respectful, supportive and non-judgmental	●	
Commitment to working within Mind's policies and procedures	●	

Main Terms and Conditions

Job Title:

Administrator/Receptionist

Contract:

Permanent

Responsible to:

Office & Facilities Manager

Hours:

Full time 36.5 hours per week, must be flexible to work hours between hours of 8:30am – 7pm Monday – Thursday, 9am-4pm Friday

Salary:

£24,226.59 per annum, plus access to a contributory pension scheme

Location:

Based from our office in Middlesbrough

Holidays:

Starting at 26 days per annum plus public holidays pro rata

Disclosure:

This position is subject to Teesside Mind's policies on the Safeguarding of Children and Young People, the Safeguarding of Vulnerable Adults, an enhanced DBS check and rechecked every three years

How to Apply

If you would like to find out more about this opportunity, please call 01642 257 020 to speak to Lauren Francis.

Please complete the application form on our website.
Interviews will be held on Thursday 4th June 2026.

**Closing date for applications:
Thursday 21st May 2026**

Standard benefits:

- Defined salary according to job evaluation and Teesside Mind pay scales
- Contributory pension scheme
- Travel expenses in line with HMRC

Enhanced benefits:

- Access to EAP wellbeing service
- Holidays commence at 26 days plus 8 BH and increase with length of service up to 32 days plus 8 BH*
- Up to 2 days (15 hrs) off for volunteer / charity work*
- Up to 3 days (22.5 hrs) off for time off to care for dependants*
- Up to 6 hrs for medical appointments*
- Up to 2 weeks of bereavement leave for the death of a close/immediate family member*
- Enhanced Maternity, Adoption, Surrogacy, Paternity pay
- Free parking at Middlesbrough and Stockton offices (subject to availability)
- Access to financial rewards and discounts for high street shops, restaurants, holidays etc.

Other Family Friendly Benefits:

- Flexible working**
- Hybrid working**
- Other time off including but not limited to carers leave or parental leave either paid or unpaid as defined by statutory provisions.

Personal Development:

- Monthly supervision and a personal development plan (with and without funding - subject to approval)
- Annual development day for staff and volunteers

All essential job criteria are subject to reasonable adjustments in line with the Equality Act 2010

- *All benefits are pro-rata for part time or part year contracts
- ** Subject to meeting the needs of the individual, the team and service delivery

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The Mind Centre,
90-92 Lothian Road,
Middlesbrough, TS4
2QX.

T: 01642 257020

info@teessidemind.org.uk

