

# **elop: Job Application & Information Pack**

Services Administrator: 37hrs/ week

This pack is divided into three sections:

## **Section 1**

This section gives you a brief overview of the purpose of the Services Administrator Post, along with a general overview of elop, its core services & main activities.

## **Section 2**

This section outlines the abilities and experiences that are required for the LGBT+ Services Administrator position, including a job description, person specification, plus elop's policy statements for equality, diversity, and confidentiality.

**Please read this section carefully & see if your own abilities & experience match the post requirements before you decide to apply.**

## **Section 3**

This section describes the application process for recruitment and selection to the above position.

### **Included with this pack you will find:**

- an application form
- guidance notes for completing the application form & preparing for interview; &
- an equalities monitoring form.

N.B. because of the nature of this job, if you are successful in your application, you will be subject to a criminal records check from the Disclosure and Barring Service. This will be done by applying for an 'Enhanced Disclosure' which will include details of **all** Police cautions, reprimands, or final warnings, as well as convictions.

elop will consider any records held carefully and your application will not be prejudiced by records that do not relate to the job being advertised.

## **Section 1**

### ***Job Remit***

This is an exciting and engaging job opportunity to join elop's dedicated and enthusiastic team.

You will work under the direction of the Director of Mental Health Services, who has lead responsibilities for our mental health services, and the Director of Training & Education who has leads responsibilities for our training, CPD, and education programmes. As Services Administrator you will have a key role and direct responsibility for the administration of our counselling and mental health services, training and education services, and general office and organisational administrative duties. This will include:

- responding to enquirers & information requests, and sign-posting callers to relevant staff
- receiving and processing service referrals and training applications
- taking and processing service and training bookings, and administering associated payments
- liaising with staff, volunteers, service users, clients, students, professionals
- maintaining central office and service files, data records, inputting and collating data
- assisting with service promotion
- administration of volunteer and student recruitment
- supporting admin volunteers
- contributing to staffing front of house/ reception
- maintaining administration of central office systems and associated facilities
- minute taking at varied service and team meetings
- contributing to service and training monitoring and evaluation

You will work with the Senior Management Team to ensure and maintain well administered, organised, efficient, and smooth-running services, systems, office and centre environment.

You will be well supported with an in-depth induction, regular line management supervision, and additional reflective practice opportunity as required.

Ordinarily, this is an in-person/ onsite position, but will commence temporarily online via remote homebased working, whilst we relocate to our new location.

### ***elop Organisational Information***

elop is an award-winning LGBT+ mental health and wellbeing charity with 30 years' experience of providing high quality, professional, LGBTQ+ affirmative mental health and wellbeing services to LGBTQ+ communities across London and South Essex; along with advocating and providing LGBTQ+ voice, consultation, awareness raising, and dedicated LGBTQ+ education programmes and training services to professionals, schools, education services, and the non-profit, public, health and corporate sectors.

All elop services aim to promote the mental health, health, and well-being of all LGBTQ+ communities, which may include those who self-define as lesbian, gay, bisexual, transgender, or who have same-sex attractions or partnerships, are same-sex sexually

active, are questioning sexual orientation, and/ or identify as non-binary, genderqueer, genderfluid, intersex, or questioning gender identity.

The elop ethos believes that one area of health & well-being, whether this be emotional, mental, psychological, physical, sexual, social, or even community, cannot be fully achieved or maintained without recognition of the opportunity for all concerns of our 'whole self' to be addressed. By having a range of mental health and wellbeing services elop can refer those using one service to another service for additional support, information, or advice as appropriate.

All elop services are provided by LGBTQ+ community members who are appropriately trained, qualified and/ or highly experienced in their area of practice.

elop's direct support services include:

**Counselling** - UK's largest LGBTQ+ low-cost counselling service, which includes:

- adult 18+ counselling
- relationship/ couples counselling
- under 18s youth counselling
- occasional family support

**Heads-Out Mental Health Support** - dedicated LGBTQ+ mental health crisis prevention, intervention & support services, which comprises of a range of psychoeducation, individual and group support, including

- individualised mental health & safety plans
- mental wellbeing workshops
- LBT+ women's trauma support group
- LGBTQ+ mental health peer support group
- trans and non-binary support group
- LGBTQ+ social connection activity and friendship support group programme
- LGBTQ+ asylum mental health support plan programmes

**LGBTQ+ Wellbeing Programme** – of varied groups, activities & events, including

- weekly 50+ LGBTQ+ social support meet-up group
- weekly 18-25's LGBTQ+ young adults' group
- weekly LGBTQ+ social support group
- weekly LGBTQ+ asylum support group
- varied activity programme
- monthly Rainbow Families for LGBTQ+ parents & children to meet-up
- Tower Hamlets LGBTQ+ community forum & events; giving voice to LGBTQ+ community through bringing us together with local policy makers, professionals, and key service providers to celebrate, inform and advance greater LGBTQ+ inclusion, positive practice and change for all

**Youth Out East Service** - LGBTQ+ children & young people's services, including

- 1:1 mentoring support for under 25s
- weekly 12-15s LGBTQ+ youth group
- weekly 15-18s, LGBTQ+ youth group
- youth activities programme
- youth participation group

- schools LGBTQ+ awareness education & training programmes for students & pupils to address issues of homo, bi & trans phobic, bullying, and to raise the visibility of LGBTQ+ young people etc.

**Education & Training Services** – providing varied CPD training, LGBTQ+ awareness & affirmative practice, workshops, Q&A's, consultation, training series, programmes and/or courses, many of which are often bespoke; along with our Foundation Course in LGBTQ+ Affirmative Counselling Skills, and the first of its kind in the UK, our 2yr counsellor qualifying training course – the Advanced Diploma in Integrative LGBTQ+ Affirmative Counselling.

**Representation, consultation, & partnerships** - elop is highly engaged in a range of collaborative work with local, regional & national partnerships, statutory and other mainstream service providers to advocate for and provide a stronger & cohesive LGBTQ+ voice.

**Volunteering Opportunities** – elop has a dynamic programme & variety of opportunities for LGBTQ+ community members to volunteer, contribute to the services, activities, and events of elop, including group facilitation, fundraising and management board membership, amongst many other openings to join our committed volunteer teams & be part of making a difference when it matters most.

N.B. elop services are operating both in-person and remotely via online platforms, whilst we await relocation to new premises.

## **Section 2**

### **Job Description:**

Responsible to:	Director of Mental Health Services
Responsible for:	Admin support staff, trainees, volunteers
Budget Responsibilities:	Nil
Salary:	£26,000 including outer London Weighting
Hours:	37 hours/ week, some evening and/ or occasional Saturdays

### **Job Purpose, Responsibilities, Activities**

1. Responsible for the direct administration of assigned services and associated activities, ensuring these are well organised, efficient, and smooth-running.
2. Provide & maintain a high standard of administration across each service, along with administrative support and contribution to central office coordination and centre activities.
3. Respond professionally, proficiently, and timely to all enquirers, process requests for information, and as applicable signpost to relevant staff.
4. Receive and process service referrals and training applications within target timeframes.
5. Book and process service appointments, training bookings, and associated payments.
6. Administer client allocations, under direction of the Counselling Coordinator.
7. Administer recruitment and induction schedules of newly appointed service staff, volunteers, interns, and placement students.
8. Administer and efficiently maintain relevant service and training data records and files.
9. Maintain administration of central office and facilities files and operating systems.
10. Input and collate relevant service, training, and centre monitoring data.
11. Contribute to service and training monitoring and evaluation, and production of reports for funders and Board.
12. Ensure safety and wellbeing of all visiting or using elop serves is always maintained.
13. Responsible for administering service finance procedures, including collection & follow-up of payments, ensuring organisational financial controls is maintained.
14. Administer and minute take at varied service and team meetings, as directed.
15. Induct, train, support, supervise, and line-manager admin support staff & volunteers.
16. Ensure elop's health, safety and centre security procedures are always followed.
17. Be a key holder and have office/ centre opening/ closing responsibilities.
18. Attend and participate in team meetings, team days, line-management supervision, and other meetings as directed.
19. Liaise and be a central point of liaison with and between staff, volunteers, service users, clients, students, and professionals etc.
20. Assist with service promotion and associated organisational comms.
21. Contribute to staffing front of house/ reception desk.

22. Attend relevant training and cascade to the wider staff team.
23. Understand, promote and support the overall work of elop.
24. Always work within all organisational policies & procedures, observing confidentiality, GDPR and safeguarding policies, and actively promote and implement elop's commitment to equality of opportunity, diversity, and anti-discriminatory practice.
25. Undertake any other duties commensurate with the purpose, role, responsibilities, duties and or activities of the post and/ or as directed

### **Person Specification:**

Listed below are the minimum essential requirements for the above position. These could have been gained through employment, volunteer work and/ or personal life experiences.

1. Direct personal knowledge and understanding of the lived experiences, issues facing, and current needs and concerns of LGBTQ+ community members.
2. Commitment to promoting and supporting the needs and concerns of LGBTQ+ people and valuing the lived experiences of all intersections of LGBTQ+ communities.
3. Ability to communicate and work within an LGBTQ+ affirmative manner.
4. O Level/ GCSE grades A-C in English and Maths or an equivalent qualification.
5. Be computer literate, with proficient knowledge & ability to use core Microsoft Office programme, especially word, outlook, and excel (or other spreadsheet software).
6. Experience of providing administrative support to a diverse team of people.
7. Experience of and ability to establish and maintain effective admin, filing, operational, and record keeping systems.
8. Experience of working with the public and an understanding and ability to respond to people in distress and/ or work in a trauma informed way.
9. Experience of, and ability to, work on own initiative and as part of a team.
10. Experience of, and ability to establish and maintain clear, professional, and effective boundaries.
11. Ability to work in a way that values and respects diversity and difference.
12. Ability to plan, organise and prioritise workload to effectively meet deadlines.
13. Ability to collaborate, work effectively in a team, demonstrating loyalty and commitment to the organisation and other team members.
14. Ability to produce and present information and reports in writing, pictorially and verbally.
15. Ability to communicate clearly and effectively across different levels.
16. Ability to support and supervise admin support volunteers.
17. Ability to work within organisational policies & procedures, maintaining safe, ethical & professional conduct always.
18. Willingness to undertake training and development in line with the post's purpose.
19. Ability and willingness to work some evening and/ or occasional Saturdays.
20. Ability to manage your own time and have the aptitude for working remotely from home, while required.

## **Equality and Diversity Policy Statement**

This policy aims to outline elop's commitment to ensuring equality of opportunity and equal treatment for staff, volunteers, Trustees, service users and visitors in terms of employment and access to services, and to provide guidance on anti-discriminatory practice. This policy is intended to assist elop to put this commitment into practice. Compliance with this policy should ensure that employees do not commit unlawful acts of discrimination and that our employment practices and service delivery are non-discriminatory and, as far as possible, fully inclusive.

We recognise and acknowledge the diversity of our society and that certain groups and individuals within society experience prejudice, discrimination, and oppression. We are committed to challenging and eradicating the prejudice, discrimination and oppression faced by people on the grounds of age, disability, gender, gender reassignment, pregnancy or maternity, race (including colour, nationality, and ethnic or national origins), sexual orientation, religion or belief or because someone is married or in a civil partnership.

Wherever possible, elop will actively involve those groups and individuals who have traditionally faced discrimination and oppression in the running of the organisation and in the planning and development of our services. We also recognise that we may need to take positive steps to encourage previously marginalised and disadvantaged groups to use its services or apply for volunteer posts and paid employment.

elop expects all staff and unpaid volunteers to demonstrate an understanding of, and an active commitment to, this policy. As an employer and deliverer of services, elop believes that all those using, visiting, contacting, and working for the organisation have the right to expect equality, respect, and a non-oppressive and safe environment. This policy is intended to support and ensure this.

## **Confidentiality Policy Statement**

elop is committed to providing confidential services to all people using, visiting, or contacting the organisation. elop believes that the principles of confidentiality must be integrated across all aspects of services and management. elop believes that all those using, visiting, or contacting the organisation deserve the right to confidentiality and privacy to protect their interests and to safeguard the services of elop.

The purpose of confidentiality is to ensure privacy and safety for all people using, visiting, or contacting the service. All employees, whether paid or unpaid, must demonstrate a thorough understanding and practising commitment to the organisations confidentiality, privacy & associated GDPR policies, and the need for upholding all.

## **SECTION 3**

### **Application Process**

Applicants that adequately demonstrate through their application form the necessary skills and abilities, as set out in the person specification, will be invited for interview.

If you do not hear from us within 1 week of closing deadline, then you have not been short-listed for interview on this occasion. N.B., we do not provide feedback.

Initial interviews will be arranged with short-listed applicants, and applicants may be called back for a second interview.

All interviews will be conducted only online.

References will be requested only after a successful interview.

The appointed applicant will be requested to take up post immediately they are available.

An initial induction will be organised upon commencement.

### **Application Form**

Once the application and equalities monitoring form have been completed, please save and submit both electronically to [recruitment@elop.org](mailto:recruitment@elop.org) by the closing deadline given in your covering email.