



Finance Assistant

Recruitment Pack

June 2026



Tower Hamlets,
Newham and
Redbridge

Mind in Tower Hamlets, Newham, and Redbridge

We're Mind in Tower Hamlets, Newham and Redbridge (MindTHNR), part of a network of over 100 local Minds who tailor trusted mental health services to the community. MindTHNR has been delivering services and support for people living in our community for over 30 years.

We offer a variety of services, included Mental Health Support, Well-being Groups, Talking Therapies, Employment Support, Advice and Information, as well as Advocacy services. We strive to provide services that adapt to the dynamic needs of our communities. We believe in collaborating with our communities in the production, design, and delivery of these services.

Our goal is to deliver inclusive services that are accessible to anyone who needs them and to ensure that no one has to face mental health issues alone. We are committed to meeting the diverse needs of our communities and actively advocate for addressing healthcare inequalities to ensure equitable access to services. As an anti-racist organisation, we are dedicated to promoting racial justice within mental health.



Vision and Culture

Our Vision

Mind in Tower Hamlets, Newham and Redbridge has a vision of a society where people with mental health and emotional needs are accepted and included without fear of stigma and discrimination. We want to work towards a society where our clients' needs and ambitions are supported. We believe that everyone has the right to access comprehensive services which enable them to reach their full potential and to work towards their recovery.

Our Culture

We are committed to anti-discriminatory practice. We know that those who are accessing our services are most likely to be impacted by systemic inequality, so it is integral that we are challenging, championing and proactively removing barriers in all aspects of our work.

Our strength lies in the diversity of our staff, volunteers and clients. This allows us to continue to create the most supportive and culturally competent services for our community. Together we build spaces where everyone is embraced, trusted and valued so they can be themselves and fulfil their potential.

Through a listening & learning journey we have taken time to educate ourselves, we have made significant progress, however we know that there will always be work to do. Over the next three years we will set out a clear action plan to ensure that anti-discriminatory practice is embedded throughout our core five priorities areas. We will not stop developing, sharing and working on this culture and we take pride in our workforce and all they bring to MindTHNR.

Our Values

People first

Our staff and volunteers amplify the voices of those who need us most, to continue to meet changing mental health needs.

Integrity

We are open and transparent in all our work, and accountable to our clients, volunteers, staff, funders and partners.

Together

We believe the best outcomes come from working together. By sharing ideas, embracing new approaches, and valuing the voices of those with lived experience.

Inclusivity

We challenge barriers put up by the system and create spaces for people to be authentically themselves.

Compassionate

We believe everyone should be treated with compassion, so kindness and empathy sit at the heart of our trauma-informed approach.

Co-production

Is at the heart of what we do, we ensure that people with lived experience of mental health shape our work.





Our Benefits



Connection

We have regular social lunches, away days, and celebrations throughout the year, with both our staff and community members.

External Counselling Service and OH support

You can access 24-hour support via our external counselling service and if you do need any additional support, we can get specialist recommendations from our external Occupational Health provider.

Pension

We offer a combined pension contribution of 8.5% (5.5% employee contribution and 3% employer contribution).

Shining Star Award

A quarterly peer-nominated recognition scheme celebrating achievements in line with our values - the winner gets an additional day off.

Mental Health Day

As a mental health charity, we understand the importance of taking time to rest and recharge. Employees are entitled to 1 Mental health Day per year (pro-rated for part-time staff) to support their wellbeing.

Blue Light Card and Tickets for Good

Employees can sign up for both schemes to access discounts (in stores and online) and for discounted (or free) tickets for shows and events.





Role Overview

Job title:	Finance & IT Assistant
Reports to:	Director of Finance
Salary:	£31,500 per annum inclusive of Inner London Weighting (pro-rated for part time to £18,900). Will increase by 3% following probation
Contract:	Permanent
Hours:	22.5 per week
Location:	Our main office is in Open House, 13 Whitethorn Street, London, E3 4DA
Hybrid working:	60% at Open House
Holiday:	28 days + bank holidays (pro rated for part time)
Pension:	8.5% combined pension contribution
Deadline to apply:	Monday 29 th June 2026 at 10:00am



Purpose of the Role

To assist the Finance Director in all areas of finance, health and safety and IT across the organisation.

To support all staff members in enquiries and to offer assistance to the leadership team where needed.

Observing confidentiality & complying with Mind in Tower Hamlets, Newham and Redbridge's policies & procedures

Job Description

Purchase Ledger

- Processing supplier invoices
- Preparing the monthly payment runs
- Ensuring all supplier queries are dealt with in a timely manner

Sales Ledger

- Raising sales invoices as per the service contracts
- Updating the reconciling spreadsheets
- Assisting with credit control
- Ensuring all income generation enquiries are dealt with in a timely manner

Bank

- Processing the downloaded bank transactions on a daily basis
- Managing the petty cash system

Reporting

- Assisting with the reconciliation of the monthly pension reports
- Assisting in updating existing health and safety policies

Other

- To carry out bi-weekly risk assessments within the organisation to ensure compliancy and follow up on actions that need to be taken

General

- Comply with, promote, and contribute to the development of MindTHNR's aims and values, equality, diversity and inclusion principles, safeguarding responsibilities, and all organisational policies and procedures.
- Actively promote the welfare and safety of children, young people, and adults at risk, adhering to safeguarding policies, recognising concerns, and reporting appropriately in line with organisational procedures.
- Attend appropriate internal and external training courses, including mandatory safeguarding training, e-learning, supervision, staff team meetings, and away days.
- Maintain an ongoing awareness of safeguarding best practice and contribute to creating a safe, inclusive, and supportive environment for all service users and colleagues.
- Other than where central administrative support is available, be administratively self-servicing

Person Specification

Essential - Mission Alignment

- An understanding of the mental health field and an awareness of the needs of those facing mental health challenges, particularly within Tower Hamlets, Newham, and Redbridge
- A commitment to our values, culture, and anti-discriminatory practice

Essential - Skills, Knowledge, and Experience

- Educated to GCSE level (or equivalent) with good grades in Maths and English.
- Experience of financial transaction processing, record keeping and a sound understanding of financial systems.
- Strong administrative, organisational and IT skills, including proficiency in Microsoft Word, Excel and internet-based systems.
- Excellent planning and prioritisation skills, with the ability to manage competing priorities, meet deadlines and maintain accuracy under pressure.
- Strong communication skills, including the ability to produce clear written correspondence and maintain effective working relationships.
- Ability to work collaboratively as part of a team and engage effectively with people from diverse backgrounds, demonstrating a commitment to inclusive working practices.
- Excellent judgement, problem-solving skills and the ability to take a proactive, solutions-focused approach to challenges.

Desirable – Skills, Knowledge and Experience

These are not a requirement for the role but would be an added bonus for us if you had:

- Working towards, or holding, an AAT qualification (or equivalent accounting qualification).
- Previous experience working within the charity, voluntary, community or social enterprise sector.
- Experience of using accounting software such as QuickBooks or equivalent financial management systems.

Application

Requirements for the Role

- Any offer of employment will be conditional upon satisfactory pre-employment checks, including references, right to work in the UK (unfortunately, we are unable to offer sponsorship for this role), and an Enhanced DBS check.
- This role is exempt from the Rehabilitation of Offenders Act 1974

To apply, email your completed application form to peopleandculture@mindthnr.org.uk.

We want to hear about your individual skills and experience, so please avoid using AI software or tools. We appreciate they can help with formatting/giving structure, but if your answers to these questions are very similar to those put through AI software your application may be disregarded.

We are committed to equality, diversity, and inclusion, and welcome applications from people of all backgrounds, particularly those with lived experience that can bring valuable insight to our work.

Deadline to apply: Monday 29th June at 10:00am

Interviews: TBA

We are committed to inclusive and accessible recruitment and will provide reasonable adjustments throughout the process where needed. Please let us know how we can make the recruitment process more accessible to you by emailing peopleandculture@mindthnr.org.uk.

