



Title:	Enquiries Administrator
Responsible to:	Direct Help and Support Manager
Salary:	£21,840 - £23,636 pro rata. Applicants are usually appointed at the first point of the salary scale.
Status:	Part time- 10 hours per week (Working pattern to be agreed with the successful applicant, to include Wednesday and Friday mornings), fixed term for 2 years.
Location:	Hybrid, predominantly working from home with some work from our Edinburgh office required

Mindroom

Mindroom is a charity that champions all forms of neurodiversity and supports all kinds of minds. Our mission is to be a leading centre for change, in how we live, work and learn. We achieve this through support, education, advocacy, and research.

Job Purpose

The Enquiries Administrator will provide an empathetic, friendly, informed, and consistently efficient first point of contact for anyone enquiring about Mindroom services. This includes communicating by phone and email with parents and carers of neurodivergent children and young people, professionals and young people themselves who may be seeking support. The Enquiries Administrator is the first person people speak to when they contact Mindroom so is an essential role for the organisation. They take initial information from the enquirer and ensure they are directed to the post appropriate Mindroom service(s) for their needs. Excellent communication skills and some knowledge of neurodiversity is essential for this aspect of the role.

The Enquiries Administrator also provides a range of administrative support to the Direct Help & Support (DHS) team. They are responsible for recording information using our CRM

database, ensuring that all data is accurate and robust. The postholder requires highly developed organisational skills and attention to detail, in order to manage a varied workload.

Main Duties

- Respond to initial enquiries made to the service by phone, text, email and online in a friendly, efficient, well-informed and empathetic manner.
- Work closely with Team Leaders to ensure all enquiries are directed to the most appropriate Mindroom service(s) for the enquirer's needs.
- Arrange appointments using our Bookable Appointments System.
- Enter all enquiries timeously on our CRM database, ensuring personal details are recorded accurately, sensitively and with sufficient information to enable the team to provide effective support.
- Ensure all activities are GDPR compliant and support with GDPR processes.
- Provide administrative support to the Direct Help and Support Team, including minute taking, scheduling appointments, printing and other administrative tasks.
- Support the team with making and distributing physical resources and publications.
- Additional tasks to support the Direct Help & Support team as required

Additional information

The salary range is £21,840 - £23,636 pro rata. Applicants are usually appointed at the first point of the salary scale. This is a fixed term role for two years. We offer 27 days annual leave, plus 8 days public holidays, pro rata for part time employees. The charity operates a contributory pension scheme to which the employer contribution is currently 5%. There is a

mileage allowance for own car use. We have a confidential conversations service in place for all staff, currently provided by Crossreach. Out of hours work is covered by a TOIL policy. PVG registration is required for this role and the successful applicant will be expected to comply with the Salvesen Mindroom Centre's policies and practice, including confidentiality and data protection. As a new employee you will be required to successfully complete a 6-month probationary period.

Person Specification

Specification		Essential	Desirable
Education and qualifications	<ul style="list-style-type: none"> • Educated to SCQF Level 7 or above in a relevant field (e.g. education, health, social work, law). <ul style="list-style-type: none"> ○ Qualifications may include Advanced Higher, CSYS, Higher National Certificate, Certificate Of Higher Education, Modern Apprenticeship at SCQF Level 7, SVQ at SCQF Level 7, or significant equivalent skills and experience. <p>https://scqf.org.uk/level-7/</p>	✓	
Career experience	<ul style="list-style-type: none"> • Relevant work experience in a similar role (minimum of 2 years preferred). 	✓	
Knowledge	<ul style="list-style-type: none"> • Knowledge of neurodiversity and the challenges experienced by families • A strong working knowledge of Microsoft Office and databases, in particular Excel and Outlook • Ability to complete basic trouble shooting on standard IT systems • Understanding of the importance of maintaining confidentiality and how GDPR impacts on administrative work 	✓ ✓ ✓	✓
Skills	<ul style="list-style-type: none"> • Excellent organisational skills and ability to prioritise own workload and meet deadlines • Ability to communicate effectively in person, by phone, email or in other forms of written communication, including ability to adapt communication based on the needs of the recipient. 	✓ ✓	

	<ul style="list-style-type: none"> • Ability to build rapport quickly to ensure others feel at ease in interactions. • Ability to work as part of a team, forming positive working relationships with others, and on own initiative • Strong IT skills including the ability to learn new systems quickly • High levels of accuracy and good attention to detail in all aspects of work • Ability to follow processes and procedures 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	
Personal attributes	<ul style="list-style-type: none"> • Ability to be flexible, with a positive, optimistic approach to work • Ability to show empathy and understanding • Ability to remain focussed/calm under pressure • A wish to see an improvement in the lives of neurodivergent children and young people • A positive attitude to change and continuous development and improvement 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	
Other	<ul style="list-style-type: none"> • The successful candidate will be required to register with the Protection of Vulnerable Groups (PVG) scheme. This is an ongoing requirement of the role. 	<p>✓</p>	

