

Redbridge Education and Inclusion Service

Mental Health Support Team (MHST) Business Support Administrator

Job Description and Person Specification

June 2025

Job Description

Job Title:	MHST Business Support Administrator
Department:	Education & Inclusion
Function:	Access and Inclusion
Team:	Mental Health Support Team
Post number:	S005369
Grade:	LBR 4
Hours/weeks: <i>E.g. 36 hours/52.14 weeks</i>	36 hours / 52.14 weeks
Base location:	Lynton House
Reports to: <i>Job title</i>	Head of MHST
Responsible for: <i>Job titles of direct reports</i>	<i>No direct line management but may be responsible for the supervision of trainee and work placement employees on occasion</i>
Role purpose and role dimensions: <i>Overview of the job</i>	<p>To provide a high-quality administrative support service to the Mental Health Support Team (MHST) and associated colleagues & partners, where contact with school is made as part of the day-to-day activity of the MHST.</p> <p>Dealing with a high volume of tasks, the postholder will respond flexibly, positively and successfully to the ever-changing pressures which arise in the service area.</p> <p>The postholder may have areas of individual responsibility which will be identified and determined by their line manager. Operating within agreed processes and standards, the post holder will use their initiative when carrying out tasks, to resolve problems and queries based on experience and judgement. They will receive clear guidance but will perform with minimal day-to-day supervision.</p> <p>They will be highly organised, dynamic, have excellent interpersonal skills, good attention to detail and be able to work independently</p>

Key external contacts: <i>Organisations</i>	<ul style="list-style-type: none"> • Schools and other education providers • CAMHS • Parents/carers • Families • Health Partners • Other local authorities • Other outside agencies • Charitable organisations • Training providers • Suppliers
Key internal contacts: <i>Job titles or groups of staff</i>	<ul style="list-style-type: none"> • Education Services • Children's Social Care • HR • Finance • Pay and Contracts, Pensions • Pupil Services
Financial dimensions: <i>Budgetary responsibility & amount. Equipment, cash, property etc. for which employee is responsible.</i>	<ul style="list-style-type: none"> • Using Agresso to order equipment and supplies • Raising purchase orders as agreed by the Head of the MHST. • Supporting the budget monitoring processes
Key areas for decision making:	<ul style="list-style-type: none"> • The post holder will need to use their own initiative to complete tasks that support the MHST. • Assist in planning and arranging events, including organizing catering • They will need to assess when to act and when to escalate to others in the department, assessing risk and requirements • To support the management of internal management systems, trackers, referrals and linked communication systems • Providing high levels of customer service is key to this role, whether to internal or external customers • Coordinate meetings as required within the Redbridge Education and Inclusion Service directorate, including venue and catering as required, managing attendee scheduling and administrative tasks such as creating agendas, taking and distributing of minutes • To manage the MHST inbox and respond or forward enquiries as appropriate • Support other teams in monitoring of service inboxes and respond or forward enquiries as appropriate
Other considerations: <i>E.g. working patterns</i>	<ul style="list-style-type: none"> • The role requires travel between different sites e.g. council offices and schools.

Key accountabilities and result areas:	Key elements:
Business Administration	<ul style="list-style-type: none"> • To respond and resolve enquiries and problems, judging when to pass complex queries on or involve others, to provide an effective service and clear advice to colleagues and callers.

	<ul style="list-style-type: none"> • To deliver a range of administrative support to officers in the service area and ensure systems or processes are maintained to an agreed standard or specification, to maximise service quality and continuity. • To compile monthly data reports using Microsoft excel and Microsoft Access Database, for submission to national data sets. • Maintain useful guidance for our patient management system “iaptus” (full training to be provided). • To provide support to the function/service and be the first point of contact for service users, members of the public, Members and visitors. • To ensure that confidentiality is always maintained, particularly when dealing with issues involving restricted access to information and/or service users. • To ensure that appropriate discretion is exercised when dealing with sensitive (including politically sensitive) information and enquiries, including media enquiries, member enquiries and from other organisations. • To maintain records using databases and spreadsheet applications. • To follow established ordering procedures to ensure adequate resources are available to meet work requirements. • To maintain financial, and/or stock records, and review data to contribute to resource planning. • Responsible for the administration of financial activities including payments, orders and monitoring. • Maintenance of websites (intranet and internet) where required to ensure information is up to date. • To ensure a range of activities and schedules are delivered according to agreed deadlines and standards. • To assist in the preparation of management information reports. • To undertake routine administrative tasks as required e.g. filing, photocopying, shredding, dealing with post. • To assist in the organisation of internal and external events e.g. meetings, seminars, conferences. To include selecting and booking suitable venues and arranging catering. • To undertake any other duties appropriate to this area of work and consistent with the level of the post as may be required from time to time • To contribute to the initiation, development and implementation of new responses to changing needs and demands upon the team.
Meeting and Event Coordination	<ul style="list-style-type: none"> • Assist in planning and managing admin required for service meetings and/or events, including venue hire and catering, taking minutes, setting agendas, circulating material • Managing attendees including invitations and feedback as required • Distribution of pre-meeting documents and post-meeting minutes/actions • Promotion of events where they are open to the public • Gathering and collating feedback if directed • Attend multi-disciplinary and multi-agency meetings as needed

Training	<ul style="list-style-type: none"> • Liaising with training providers, raising purchase orders and ensuring they have the IT equipment available that they need • Setting up links for training if virtual or booking rooms if face to face, creating events on appropriate system e.g. Eventbrite and ensuring that all details are correct so that customers can book the training • Assisting with the promotion of the training, managing invitations and bookings whether online or via the inbox, ensuring the trainers have a register for the training • Ensuring resources are available for the training whether online or in hard copy and that all links work • Attending the beginning of the training to ensure all delegates can access the training and to take a register of attendees • After the training, ensure certificates are created for attendees and sent to appropriate individuals, feedback forms are sent out and collected back from each attendee and creating a short data report of the feedback • Any other administrative tasks required to support the training across the Education Services team
Customer Service	<ul style="list-style-type: none"> • Maintaining a positive and friendly image by acting as the first line of contact to visitors, customers and vendors in person, online and via telephone • Creating and coordinating forms, emails and letters as directed by manager • Filing, photocopying and scanning documents as needed, storing them electronically • Attending meetings and taking minutes as required by manager • Monitoring the team's generic inboxes, responding appropriately or escalating if required • Producing and maintaining contact lists and databases of key contacts and providing details as required by our customers • To always be smart and presentable in compliance with the current dress code. • To always maintain a courteous, helpful and polite response to members of the public, Council Members, outside agencies and staff from other sections of the Council. • To attend and participate positively in team and other meetings as required with a view to promoting the development of an integrated response to client's needs, concentrating on the delivery of an efficient and effective service. • To provide cover for the work of other team members in their absence as required.
Professional development	<ul style="list-style-type: none"> • Responsible for keeping up with changes in administrative practice and be part of considering organisational changes to meet demands. • To participate positively in the Performance Management and Personal Development scheme.
General accountabilities and responsibilities	
Green Statement	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Seeking opportunities for contributing to sustainable development of the borough, in accordance with the Council's commitment to making Redbridge a cleaner, greener place to live. Demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job.

Data Protection/Confidentiality	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Complying with the Data Protection Act 1998 – treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldicott principles. ▪ Complying with the Code of Conduct, other practice guidelines and the rules and protocols defining employees’ access to and use of the Council’s databases and systems. Any breaches could result in disciplinary measures. ▪ Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory requirements.
Conduct and Whistleblowing	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistleblowing) are protected and may make them without fear of recrimination.
Safer Working	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. Where you work in such a post the Council will require a Disclosure and Barring Service (DBS) check and references will be taken up prior to interview.
Equalities	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Complying with the Council’s strong commitment to achieving equality of opportunity and outcomes in its services to the community and in the employment of people. You are expected to understand, comply with and promote Council policies in your work, to undertake any appropriate training and to challenge any prejudice and discrimination.
Customer Care	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services.
Health and Safety	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Being responsible for your own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.

To contribute as an effective and collaborative member of the team	This will involve: <ul style="list-style-type: none"> ▪ Taking responsibility for continuing self-development and participating in training and development activities. ▪ Participating in the ongoing development, implementation and monitoring of the service plans. ▪ Supporting and contributing to value for money, service efficiencies and improvements.
Flexibility	This will involve: <ul style="list-style-type: none"> ▪ The above-mentioned duties are neither exclusive nor exhaustive. From time to time you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager, and are broadly within your the grading level and competence.

Person Specification

Job Title:	Education Services Business Support Administrator		
<i>Method of candidate assessment: A = Application form I = Interview T = Test. Weighting: 3 = most important, 2 = least important</i>		A - I - T	Weighting
Minimum education/ qualifications:	<ul style="list-style-type: none"> • Minimum 5 GCSEs, or other relevant qualifications 	A	3
Minimum experience/ knowledge/ skills:	<ul style="list-style-type: none"> • Minimum of 2 years administrative experience • Knowledge of, or ability to learn about, a range of customers including LBR services/directorates • Knowledge of, or ability to learn, a range of IT systems including MS Office, iCasework, LAS, EHM, Protocol • Knowledge of complaints procedures in the public sector • Competent in the use of online platforms to host and support management of online events – e.g Teams/Zoom • Competent in the use of Excel and data quality management. 	A A-I A-I-T A-I A-I A-I	3 2 2 3 3 3
Minimum competencies: Customer focus	<ul style="list-style-type: none"> • Ability to be flexible and respond to customer needs • Resilient and adaptable with the ability to work within an environment of conflicting priorities whilst managing time and prioritising work to meet agreed deadlines. • Excellent negotiation and problem-solving skills 	A-I A-I-T A-I	3 3 3

Communicating and influencing	<ul style="list-style-type: none"> Ability to communicate orally and in writing in a manner, which is clear, fluent, jargon-free and readily understood by the recipients. Ability to work as part of team and has a clear understanding of team working. Ability to promote and give a positive image of the team, the service area and the council. 	A-I-T A-I A-I-T	3 2 2
Building relationships, working together and in partnership	<ul style="list-style-type: none"> Able to engage constructively with and deal with a wide range of people in person and by telephone including Members, senior officers, members of the public and people from other organisations Will co-operate and work well with others in pursuit of team goals, sharing information and supporting others 	A-I A-I	3 3
Planning, organising & achieving results	<ul style="list-style-type: none"> Effective IT skills – ability to use MS Office (or similar) systems to produce documents, presentations, reports etc. and to input, retrieve and analyse data from IT systems. Ability to manage time, work to deadlines and prioritise work in an effective and productive manner. Ability to understand relevant policies and procedures, as they affect the role, and the quality standards and outputs required in the job. Able to use own initiative and work with limited supervision while understanding the need to consult with line manager on occasions. Ability to handle confidential and/or sensitive information with appropriate discretion 	A-I-T A-I-T A-I A-I A-I	3 2 2 2 3
Personal effectiveness and self-development	<ul style="list-style-type: none"> Takes responsibility for own development, actively pursuing learning and development opportunities. Is adaptable and receptive to new ideas and willing to adjust to new work priorities and demands. 	A-I A-I	3 3
Special conditions:	All roles within Education and Inclusion are required to be in Redbridge (office or settings) a minimum of two days per week.		
Signature of Employee:	Name:	Date:	