



Dear Applicant,

Thank you for requesting the application pack for the post of **Executive Assistant and HR Administrator**.

This pack contains all the relevant information you will need to complete the application form:

- Job description and person specification.
- Terms and conditions.
- Link to the application form and equal opportunities monitoring form.
- Recruitment and selection process at Think Ahead, including guidance notes for completing the form.

Please note that personal details and equal opportunities monitoring data will be removed when the application is assessed. The recruiting panel will see only your education and career history, and personal statement.

The deadline for the receipt of completed applications is 9am Wednesday 4 September 2019. Please note that due to our recruitment practices, we cannot accept CVs, or applications received after the deadline.

Interviews will be held on Wednesday 11 September 2019, with a further short phone interview for those successful to the second stage.

It may not be possible to provide feedback to you should you not be shortlisted, due to receiving a large volume of applications. If you have not heard from us within three weeks of the closing date, please assume that your application has not been successful on this occasion.

If you have any difficulty in filling out the application form, or have any queries regarding your application, please contact Think Ahead's recruitment department on 020 3146 7181.

In the meantime, we wish you every success with your application and thank you for your interest in Think Ahead.

[Download the application form from the Think Ahead website.](#)

Please send your completed application form to: applications@thinkahead.org or by post to: Human Resources, Think Ahead, 344-354 Gray's Inn Road, London WC1X 8BP.

In order to complete your application please also complete Think Ahead's **[equal opportunities monitoring form.](#)**



Job Description

Job Title: Executive Assistant and HR Administrator	Salary: £26,000 per annum
Responsible to: Finance and Operations Director	Responsible for: N/A
Contract: Permanent, full-time	Start Date: As soon as possible

Background

At Think Ahead, we want to see a society where everyone with mental health problems can flourish. That won't happen unless people can improve their social circumstances. To drive positive change, we created the Think Ahead programme: a new route into mental health social work for talented graduates and career-changers. It has become one of the country's most competitive graduate schemes, with high-profile support across the political spectrum, extensive media coverage, and over 24 applications for each place on the programme.

As a charity we aim to:

- Attract talented people into mental health social work.
- Train our participants to improve outcomes for people with mental health problems.
- Support services to unlock the potential of social work.

For those who want to see our vision become a reality, working at Think Ahead will provide you with a great opportunity to develop skills and experience within the charity sector, and in the mental health and social work fields.

The role

This is a wide-ranging role that will see you involved in a variety of activities, including providing effective diary management and high quality administrative support to the Co-Chief Executives, maintaining and controlling the HR policies and procedures, researching and analysing data, and producing reports and presentations.

This is a vital role at the heart of Think Ahead, working with the Co-Chief Executives and Finance and Operations Director to maintain the smooth and effective running of the charity, ensuring that we are efficient and well organised in everything that we do. We are seeking a personable and professional person with excellent communication skills, able to work in a busy environment and prioritise workloads and meet deadlines.

If you've got what it takes, you'll join a high-performing and evolving charity with a dynamic atmosphere and have opportunities to get involved in a number of different areas and activities.



Main responsibilities

Executive Assistant duties:

- Provide general administrative support to Think Ahead's Co-Chief Executives.
- Regularly update and maintain the Co-Chief Executive's Contact Relationship Management (Salesforce) system to ensure Think Ahead holds the most current and relevant contact details for key stakeholders.
- Provide advance information packs and briefings for the Chief Executives.
- Strategic as well as day to day management of the Chief Executives' diaries
- Make travel arrangements, plan, book and co-ordinate itineraries, and schedules for the Co- Chief Executives.
- Operational planning for all Chief Executives meetings, annualised and irregular internal and external meetings, including scheduling, venue hire and catering.
- Organise and administer key organisational meetings such as senior management team meetings, full team meetings, governance meetings and on occasions other multi-stakeholder meetings for members of the Think Ahead team.
- Provide accurate minutes for internal and governance meetings, as required.
- Co-ordinate and liaise with key stakeholders for meeting management and information collection.
- Provide a front line reception service to office visitors and telephone callers.
- Manage and respond to general enquiries, including telephone calls and correspondence received.

HR duties:

- Administrative support to the recruitment process for all new staff positions including advertising roles, shortlisting candidates, scheduling interviews and issuing offer letters and contracts.
- Manage, monitor and control all HR administration records and processes including appraisals, sick forms and probation forms.
- Support the Finance & Operations Director to develop and enhance HR processes and procedures.
- Administer, maintain data and make agreed changes within the CharlieHR system.
- Manage the staff survey process including the launch, consolidating and presenting the results.
- Assist in the development and on-going tracking of HR management information data.

Other duties:

- Provide project support on internal projects.
- Undertake research, analyse data and assist in the design and prepare reports and presentations.

This is a broad description of likely duties, but as you develop and Think Ahead continues to evolve your role is likely to vary and include a wide range of objectives and experiences. All our team members need to take responsibility for leading projects and driving work forward independently.



Person specification

Education, knowledge and experience

- Educated to Degree level.

Skills and competencies

- Enthusiastic and self-motivated individual with initiative and the ability to work both independently and as part of a small team.
- Calm and confident individual with excellent people and organisational skills.
- Ability to manage and prioritise multiple tasks and deal with sensitive information taking appropriate action.
- Good IT skills (MS Office - Outlook, Word, Powerpoint and Excel).

Personal qualities

We expect all our staff to put our corporate values at the heart of everything they do by demonstrating the behaviours listed below.

- **Inspirational** – we set ambitious goals, and we attract and lead others to achieve our vision.
 - We set clear and stretching objectives for our work and hold ourselves to account.
 - We use accurate, concise and persuasive communication to an excellent standard to all internal and external audiences.
 - We propose new ideas, and enthusiastically take on other people's suggestions for how to improve our work.
- **Inclusive** – we respect everyone, build networks, and act in partnership.
 - We embrace and actively encourage diversity through our work.
 - We build and maintain effective working relationships.
 - We work collaboratively with our colleagues and external partners.
- **Genuine** – we are honest with others, we seek feedback, and we reflect on ourselves.
 - We critically reflect on our own work to improve its quality.
 - We actively seek and take on feedback and are open to adapting our work accordingly.
 - We proactively consult with our colleagues, external partners and key stakeholders.
- **Determined** – we stay on course, we set the right pace, and we don't give up.
 - We stay focused on the end outcome of our work.
 - We are flexible in the face of changing environments and adapt our work in busy periods to ensure we maintain high standards.
- **Effective** – we use evidence and innovation to find what works and get things done.
 - We collect and use evidence from a variety of sources to improve work, resist bias and challenge the status quo when needed.
 - We understand our own role and how it contributes to the overall impact of Think Ahead.
 - We actively seek out opportunities for personal learning and development.



Terms and conditions

Location

Our London office is currently based in Kings Cross, London WC1X 8BP. We reserve the right to move your base within the London area in the event of the organisation relocating to new offices.

Working hours

This post is full time for **37.5** hours a week. Think Ahead's core hours of work are from 10:00am to 4:00pm from Monday to Friday, with a minimum of 20 and maximum of 60 minutes for lunch each day. The office is generally open from 8.30am to 6.00pm Monday to Friday. You are free to organise your working hours within those parameters, but should ensure that your line manager is made aware of and approves your preference.

Probation period

All appointments are subject to a six-month probationary period.

Notice period

You are required to give **one month's** notice.

Annual Leave

28 days per annum plus UK bank holidays (pro rata for part time employees). Think Ahead offices close for 3 days over the Christmas period and you will be given these days (pro rata for part time employees) in addition to your annual leave entitlement. Staff can carry over 5 days (pro rata for part time employees) into the following annual leave year.



The recruitment process at Think Ahead

Please read the following carefully before completing your application form.

The application form:

Personal details

Make sure that your contact details are clearly displayed. If you move house between sending in your form and being interviewed, please let us know as soon as possible.

All personal details will be removed prior to the selection process.

Education and training

Give a list of formal and informal training. Formal training is training that is certified, e.g. a degree. Sometimes we ask for specific qualifications. You may need to provide information so that we can assess whether you meet the qualification requirements, e.g. relevant qualification for accountancy or research.

Present and previous employment

Starting with your current or last employer, list all the employers you have worked for. Provide the job title and the period you worked for them. Briefly describe the main duties of the post. This information may be used to assess whether you meet the experience required for the vacancy. Check that the dates are correct and in order (please account for gaps in employment).

Personal statement

This is the most important part of the form. You have to make a case here for selection. Do not repeat your career history; use only the relevant parts, drawing out the skills you have developed.

It is usually a good idea to use extracts from the person specification as headings and answer them as questions. However, do not just repeat what we are asking for. You have to demonstrate how your experience matches the criteria.

In considering your experience, remember all your previous work and draw on this to demonstrate that you have the necessary skills.

Do not forget other relevant experience outside work that may contribute to meeting the person specification, such as community, voluntary, leisure and other interests. Describe any relevant skills this experience has helped you develop.

Remember, it is your skills and abilities relevant to this job that we are looking for. You do not have to write several pages in support of your application, but rather focus on ensuring you meet the essential criteria in the person specification.



Legal and organisational requirements when filling in the application form:

Rehabilitation of Offenders Act 1974

You should not sign the application form without being clear about what you have to reveal about yourself. For instance, you do not need to disclose convictions that would be deemed as being spent under the Rehabilitation of Offenders Act 1974, or cautions, reprimands and final warnings that are over five years old, unless they are exempt from the Act.

Referees

At least one referee must be known to you in a work capacity, and should be given by the person who line managed you. If this is not possible you should clearly explain the relationship and the reason for giving another person as a referee.

The interview

All shortlisted candidates will be contacted by either telephone or email to offer an interview and this will be confirmed by letter or email. **You will be informed of the time, location, and contact for the interview, as well as notice of any presentation, test or exercise you may be asked to do at the interview.**

The recruitment and selection panel will be comprised of a minimum of two people, and will normally include the relevant line manager of the post. We will always try to ensure gender balance in the composition of the recruiting panel.

Applicants will be asked questions relating to the job description, person specification and application, and the panel will take notes during the course of the interview. This is part of the procedure to ensure that all applicants are treated equally, and to help us to make the right decision.

In preparation for the interview, take the opportunity to read through the job description, application form, and any other literature sent as part of the information pack, and be prepared to talk about your experience, giving examples that illustrate your ability to do particular parts of the job.

If you have any special requirements that would allow you to participate more fully in the interview, let Human Resources know when you are invited to interview.

Feedback

All unsuccessful candidates who have attended an interview will be contacted by telephone and will be offered constructive feedback; this can be useful for helping you in future interviews. Feedback should be a two-way process. It is important to use the information given to you positively. If possible, you should also give feedback on how the process felt for you.