



Recruitment and Programme Administrator Information Pack

Thank you for downloading the information pack for the post of Recruitment and Programme Administrator at Think Ahead.

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

- Job overview and person specification.
- Terms and conditions.
- Link to download the application form and the equal opportunities monitoring form.
- Overview of the recruitment and selection process at Think Ahead, including guidance notes for completing your application.

The deadline for the receipt of completed applications is Monday 18th October at 9am. We cannot accept any applications received after the deadline. Please send your application to: hr@thinkahead.org

Valuing diversity and inclusion is a core principle for Think Ahead, and we are actively seeking candidates from a wide range of backgrounds – including as part of [our anti-racism plan](#). As part of our commitment to flexible working we will consider a range of options for the successful applicant to fill the post. All options can be discussed at interview stage.

You will be notified via email if you have been shortlisted for interview. First-round interviews will be held on **Wednesday 20 and Thursday 21 October 2021**. If you are successful at this stage, you will be invited to a short second interview involving our Chief Executive. Think Ahead is currently working entirely remotely, and the interviews will be held via Zoom.

If you would like to discuss this role informally before applying, you can arrange a call with our Recruitment Manager, Gaia Pabla. You can contact hr@thinkahead.org to schedule a phone call.

It may not be possible to provide individual feedback to you should you not be shortlisted, because we receive a large volume of applications.

If you have any difficulty in preparing your application, or have any queries regarding your application, please email hr@thinkahead.org.

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



Job title: Recruitment and Programme Administrator	Salary: £23,000 per annum
Responsible to: Recruitment Manager	Start date: ASAP dependent on notice
Contract type: Permanent, full-time. Some longer days and occasional saturday work is required when attending assessment centres, TOIL will be provided.	Location: Chancery Lane, London <i>(Hybrid working pattern with mixture of office and home working. Operating remotely until 31 December 2021 with option to attend office voluntarily until then).</i>

Background

At Think Ahead, we want to see a society where everyone with mental health problems can flourish. We know that won't happen unless people can improve their social circumstances – because issues like relationships, living arrangements and employment have profound effects on mental well-being. This is why 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 around 30 applications for each place on the programme.

The role

This is a full-time role working across both the Recruitment and Programme teams. The main areas of responsibility are as follows:

Recruitment Team

- Handle incoming phone calls and emails from applicants, dealing with enquiries about the recruitment process.
- Provide comprehensive administrative support for the delivery of online and face-to-face assessment centres including preparing materials, creating timetables, booking in candidates, coordinating assessors and ensuring smooth running of zoom sessions.
- Support the delivery of onboarding processes, including occupational health appointments and submission of DBS and references.
- Carry out follow-up phone calls to candidates from underrepresented backgrounds and areas.



Programme Team

- Support the management of the programme inbox and phone line, acting as the main point of contact for general programme enquiries, processing participant expense claims and escalating complex enquiries as required.
- Provide general administrative support to the Practice Specialist team, including diary management.
- Provide secretarial support as required for a range of meetings for the Practice Specialist and Core Team including scheduling in meetings, collating agendas / briefings and taking minutes / actions as required.
- Arrange and manage room and catering bookings for internal and external team meetings.
- Book travel and accommodation for the Practice Specialist team and other stakeholders as required.
- Support the coordination and delivery of the main programme events, including, but not limited to - Summer Institute, Recall Days, Consultant Social Worker (CSW) Development Days and Transition Period as required
- Support the Core Team in updating the Programme and CSW portals and SLACK channels, ensuring currency of its content.
- Provide administrative support for SUCRG meetings, including processing payment forms, recording attendance, updating records on Salesforce.
- Support the quality assurance and maintenance of our records system, Salesforce, ensuring it is up to date with relevant stakeholders.
- Provide support to the Practice Specialist and Core Team on specific projects and initiatives as required.
- Contribute to work streams and projects led by other teams across Think Ahead.

The above list of job duties is not exclusive or exhaustive and the post holder will be required to undertake such tasks as may reasonably be expected within the scope of the post.



Person specification

Who we're looking for:

Our Recruitment and Programme Administrator will need to demonstrate:

Knowledge, experience and skills:

- A high degree of organisational skills in delivering administrative processes.
- Extensive time management skills, including flexibility to balance, anticipate and adapt to conflicting demands to deliver according to tight deadlines.
- Excellent and demonstrable organisational and administrative skills including use of relevant IT programmes (Microsoft Word, Excel, PowerPoint and Outlook).
- Excellent interpersonal and team working skills; the ability to deal with people at all levels, internally and externally, in a sensitive and professional manner.
- Meticulous attention to detail and high level of accuracy.
- Experience of supporting the planning and delivery of a wide range of activities and / or projects (Desirable).
- Experience of managing diaries and supporting a team (Desirable).
- Experience of updating and maintaining contact relationship management systems (Desirable).

Personal qualities:

- The ability to act as a professional role model, demonstrate initiative, and engage others and enable them to achieve their goals.
- The ability to objectively analyse situations, using evidence and clear judgement to generate effective solutions.
- The ability to understand, and reflect critically on, both your own personal development and how your actions affect others.
- The ability to work under pressure and adapt to uncertain or unexpected outcomes with flexibility and resilience.
- The ability to build relationships and work closely with and support a team of colleagues and network of stakeholders
- The ability to make a personal commitment to improving people's lives through better mental health, with an understanding of the positive impact of social work and Think Ahead's mission.

We also expect everyone at Think Ahead to act in line with our values (which are set out on the next page).



THINK AHEAD'S VISION

We want to see a society where everyone with mental health problems can flourish.

THINK AHEAD'S MISSION

To give talented individuals the inspiration, training, and support to empower people with mental health problems.

THINK AHEAD'S VALUES

In pursuing our vision, we each aim to be:

- **Inspirational.** We set ambitious goals, and we attract and lead others to achieve our vision.
- **Inclusive.** We respect everyone, build networks, and act in partnership.
- **Genuine.** We are honest with others, we seek feedback, and we reflect on ourselves.
- **Determined.** We stay on course, we set the right pace, and we don't give up.
- **Effective.** We use evidence and innovation to find what works and get things done.

APPLICATION PROCESS

To apply for the role you will need to send the following documents by email to hr@thinkahead.org:

- A completed application form.
- A completed equal opportunities form.

Both of these forms can be downloaded [here](#).



Working at Think Ahead

Location

Our London office is currently based in Chancery Lane, London. We reserve the right to move your base within the London area in the event of the organisation relocating to new offices. As mentioned in the job description, Think Ahead is temporarily working on an entirely remote basis until at least the end of December 2021 due to the current advice. Our offices will be open for those who wish to work in an office environment and we are encouraging staff to attend some in-person meetings if comfortable.

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. On occasion, this role will require ad hoc Saturday work. In event of this you will receive Time Off in Lieu.

Probation period and notice period

All appointments are subject to a six-month probationary period. You will be required to give two months' notice period.



Think Ahead's Staff Benefits

- **Holiday and Time-Off**
 - 28 days annual leave a year plus bank holidays (pro-rata for part-time employees), rising to 29 days a year after 3 years' service.
 - Office closure between Christmas Eve and New Year (4 days), given to staff in addition to annual leave entitlement.
 - Support for external volunteering (up to 2 days).
- **Pension**
 - Aviva pension, with up to 7% employer contributions dependent on the matched contribution from the employee (an employee contribution of 4% is required for the maximum 7% employer contribution).
- **Community & Staff Wellbeing**
 - Regular team socials (remote and in-person), with bi-annual staff away days.
 - Book club
 - Free tea and coffee provided in office.
- **Health**
 - Access to an employee assistance programme through Health Assured – 24/7 confidential support, access to free counselling, legal advice, bereavement support and much more.
 - Free eye-test every 2 years (up to £25).
 - Generous paid sick leave options based on service.
 - Access to mental health first aiders.
 - Cycle-to-work scheme, as well as the ability to apply for interest-free bike loan
 - Free Flu vaccine every year
- **Family Life and Work**
 - Enhanced Occupational Maternity, Adoption, and Shared Parental leave policies and time off for IVF/fertility appointments.
 - Flexible working options supports those with caring responsibilities.
 - A supported working from home set-up with the technology and certain equipment required.
 - Interest-free season ticket loans.
- **Training and Development**
 - Access to training platform with 50 different courses that can be completed
 - Ability to apply for funding for relevant training and development programmes
 - Sponsorship of professional memberships relevant for the role (e.g. CIPD).
 - Up to 5 days (matched) study leave for training and development.



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.

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).

Supporting 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 details of the interview in advance, 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 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.