

Job Description

Job Title	Enquiries Administrator
Team	Direct Support Services
Responsible to	Service Manager
Line Manager	Team Leader
Salary	£22,932 to £30,618, dependent on skills and experience.
Contract	35 hours per week. We are open to flexible working. Fixed-term 1-year contract with continuation subject to further funding.
Location	This role is hybrid with travel to our Edinburgh office.

Job Purpose

As part of our place-based Whole Family Support Fund programme, we will establish seven Mindroom hubs in Glasgow, Lanarkshire, East and Midlothian, West Lothian, Dumfries and Galloway, Dundee, and the Highlands and Islands.

The postholder will provide an empathetic, friendly, informed and consistently efficient first point of contact for anyone enquiring about Mindroom services, including parents and carers of neurodivergent children and young people, professionals, and young people themselves. This is an administrative role within Mindroom's Direct Support Services team.

The Enquiries Administrator is the first person people speak to when they contact Mindroom, so the role shapes how families experience the service from the outset. The postholder takes initial information from the enquirer and makes sure they are directed to the most appropriate Mindroom service for their needs. Excellent communication skills and some knowledge of neurodiversity and related support services are essential for this aspect of the role.

With support from the wider Direct Support Services team, the postholder provides administrative support across the seven hubs. They record information in our CRM database and ensure all data is accurate and robust. The role requires strong organisational skills and attention to detail to manage a varied workload.

Enquiries and First Contact Duties

As the first point of contact for the service, the postholder will provide:

- A friendly, efficient, well-informed, and empathetic response to enquiries made by phone, text, email and online.
- Initial information gathering from families, young people, and professionals, so that every enquiry is understood and recorded clearly.

- Close working with the team to direct each enquiry to the most appropriate Mindroom service or hub for the enquirer's needs.
- Appointments arranged through our Bookable Appointments System, alongside diary coordination for the hub teams.
- Signposting to partner agencies and local services where another organisation is better placed to help.
- Implementation of Mindroom's Safeguarding and Child Protection policies across all areas of work, raising any concerns without delay.

Administration and Data

Working with the Service Manager and the wider Direct Support Services team, the postholder will:

- Enter all enquiries on our CRM database promptly, recording personal details accurately and sensitively, with sufficient information to enable the team to provide effective support.
- Support the wider team to maintain the CRM database and manage information.
- Maintain accurate and robust records, supporting the team to track activity and outcomes for funder reporting.
- Ensure all activities are GDPR compliant and support the team with GDPR processes.
- Provide administrative support to the Direct Support Services team, including minute-taking, scheduling appointments, printing, and other administrative tasks.
- Keep team processes, templates, and shared records well organised and up to date.
- Support the team to arrange group activities.

Wider Organisational Responsibilities

- Work closely with the team members to ensure enquiries are responded to appropriately, and the service remains efficient and responsive to families' needs.
- Contribute to the production of resources and materials appropriate to our audiences.
- Participate in Continuous Personal Development in relevant areas to promote growth and confidence within the role.
- Bring flexibility and adaptability to a developing team, embracing evolving processes and ways of working to deliver the best possible service to families.
- Work independently and on own initiative, while knowing when to seek support from a line manager or colleagues.
- Carry out other appropriate duties as required.

Additional Information

The salary range for this post is £22,932 to £30,618 and is dependent on skills and experience. Applicants will usually be appointed at the first point of the salary scale. We offer 27 days' annual leave, plus 8 public holidays, pro rata for part-time employees. This role is offered as a fixed-term 1-year contract, with extension subject to further funding. The role is 35 hours per week, and we are open to discussing flexible working.

The charity operates a contributory pension scheme, with an employer contribution currently at 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. A TOIL policy covers out-of-hours work. As a new employee, you will need to complete a 3-month probationary period successfully.

This role requires PVG registration, and the successful applicant will be expected to comply with Mindroom's policies and procedures, including confidentiality and data protection.

This post involves hybrid working, with a combination of home-based working and attendance at the Edinburgh office when required. Occasional evening work may be required.

Person Specification

Criteria	Essential	Desirable
Qualifications and experience		
Educated to SCQF Level 7 or above in a relevant field (e.g. education, health, social work, law, business administration), or significant equivalent skills and experience.	✓	
Relevant work experience in a similar administrative or first contact role.	✓	
Experience of working in a charity or in a service that supports children, young people, and families.		✓
First contact and communication		
Excellent communication skills in person, by phone, email and in other written forms, including the ability to adapt communication to the needs of the recipient.	✓	
Ability to show empathy and understanding, and to remain calm and focused during sensitive or busy periods.	✓	
Knowledge		
Knowledge and understanding of neurodiversity, neurodivergence and the experiences of families raising neurodivergent children and young people.	✓	
Awareness of the health, education and third sector landscape.		✓
Administration and data		
Excellent organisational skills, with the ability to prioritise own workload and meet deadlines.	✓	

Criteria	Essential	Desirable
High levels of accuracy and attention to detail, and the ability to follow processes and procedures consistently.	✓	
Strong IT skills, including Microsoft Office (particularly Excel and Outlook), the ability to learn new systems quickly, and basic troubleshooting on standard IT systems.	✓	
Experience of using a CRM or database to record information, and of handling confidential personal data in line with GDPR.	✓	
Experience of supporting a team to maintain databases and generate reports or a willingness to develop in this area.		✓
Working with others		
Ability to work as part of a team, forming positive working relationships with colleagues and external contacts, and to work on own initiative.	✓	
Experience of providing administrative support to a busy team working across more than one location.	✓	

