

THE MIX

Recruitment HR and Office Manager



About The Mix

The Mix is a free, confidential support service for under 25s - making a massive difference to over two million young people in the UK each year. Whatever issue a young person is facing, The Mix is always there for them - online, over the phone or via social media. It connects young people to experts and their peers to talk about everything from money to mental health, from homelessness to jobs, from break-ups to drugs.

We are one of the eight charities forming the Duke and Duchess of Cambridge and Prince Harry's Heads Together campaign to end stigma around mental health and will continue to work with them on raising awareness and providing vital help for people with mental health challenges. We work on high profile campaigns to change attitudes and raise awareness with the likes of Daniel Radcliff, Lady Gaga, and most recently Russell Brand. We work with TV shows like Hollyoaks to help young people understand sexual consent and big brands like River Island, Dixons Carphone and Lloyds Bank on everything from money to masturbation.

Vision, Mission and Values

What we do: The Mix is here to take on the embarrassing problems, weird questions, and please-don't-make-me-say-it-out-loud thoughts that people under 25 have in order to give them the best support through our digital and phone services.

Vision: To be the first point of contact for under 25s. We know that with the right skills and opportunities, you can take on anything that life throws your way.

Mission: To empower everyone under 25 in the UK with the knowledge, skills and confidence to make the right first steps in life. Life is hard, but support doesn't have to be.

Values:

- **Empowering** - we lead, we train & support, we respect, we give space to grow, we give power to chose
- **Brave** - we innovate, we pioneer, we take risks, we tell it how it is
- **Supportive** - we listen, we encourage, we care, we're understanding, we are empathetic
- **Collaborative** - we are open & transparent, we co-create, we respect, experience & expertise
- **Proactive** - we create situations, we make things happen, we get things done
- **Non-judgemental** - we do not judge, we do not criticise, we do not blame

Job Description

Job title HR and Office Manager

Department Central Services

Overall Purpose of the job:

- To be the HR lead and ensure the smooth running of the Charity. The role will cover the full employee life cycle.

Key areas of responsibility:

HR

- To manage the HR function of The Mix in conjunction with the Senior Managers and our HR advisers.
- Responsible for the implementation of HR procedures and policies and for keeping up to date with legislation and good practice
- Supporting recruitment of staff, including advertising, obtaining references, issuing contracts of employment and administering DBS checks
- Induction of new staff
- Manage all HR documents
- Administering the HR intranet (PeopleHR)

Executive Support

- Executive Support and diary management for the Chief Executive
- Support SMT with organising meetings and taking minutes
- Liaising with the Board of Trustees

Office Management – in conjunction with the Operations Manager

- To be responsible for the day to day business administration of the organisation.
- To maintain a good office environment
- To act as fire officer and health and safety officer
- Facilities management and systems
- To share telephone & reception cover during office hours
- Line management of an office intern/volunteers or apprentice
- Ad hoc projects, working as a team member in the operational aspects of the Charity's work and such other tasks as appropriate

Person Specification

Person Specification:

Essential

- Experience in an HR role
- Good understanding of HR procedures
- Excellent administration and organisation skills
- Excellent written and oral communication skills and the ability to communicate effectively with a wide range of people at all levels
- Analytical, critical thinking and problem solving skills
- Strong communication skills, both written and oral
- Experience of a busy office environment with competing demands
- High level of IT literacy

Attributes

- Hands on approach with initiative and drive
- Flexible, friendly and enthusiastic approach and disposition
- Ability to work on own and as part of a wider team
- Ability to pay attention to detail
- A passion for young people's issues, together with a passion for the possibilities offered by the internet and new technologies
- Good people skills, diplomatic, open, friendly and professional
- Respects confidentiality – works with integrity and trust

Desirable

- CIPD qualification or working towards one.
- Experience of working in a charity, third sector organisation or social enterprise
- Line Management experience

Terms and Conditions

Salary:	£25-30,000 per annum pro rata (depending on experience)
Contract:	Permanent
Location:	Working between The Mix two central London offices, near Bond Street and Baker Street Stations.
Pension	1% employee contribution secures 3% employers' contribution to stakeholder pension scheme.
Hours:	This post is full time Monday to Friday with 35 working hours a week. Occasional evening and weekend work will be required for which time of in lieu will be given.
Annual leave:	You will be entitled to 35 days of holiday pro rata, which includes the 8 Statutory Bank Holidays during each year.

Benefits:

- Flexible and remote working available
- Childcare vouchers
- Eyecare vouchers
- Life assurance
- Weekly staff socials, plus Summer and Christmas Party
- Colleague of the month – awarded half a day extra annual leave
- Central London location
- Clinical supervision offered for front line services staff
- Coaching Environment
- Learning, development and training options

Employee Experience

Check out our 'Meet our Staff' Video on our YouTube channel

https://www.youtube.com/user/TheSiteVideos/featured?disable_polymer=1

Testimonials

Nadia Inwood – Volunteer Manager

I've been working for The Mix now for around 4 years as the Volunteer Development Manager. I really enjoy my role and feel lucky that I work in an organisation that really fosters a positive, collaborative working ethos. On a daily basis I get to work across teams, I really feel this has been a big plus in my personal development. I'm lucky to work with a really great team of people who are all so passionate about what they do. The Mix has some really great benefits too, including weekly socials and opportunities for the staff to get together and have fun. Being a mum of two young children, I really value the flexibility The Mix offers with my working hours. I feel able to balance work and life just a little bit better. What I love the most, is that The Mix never stands still, I'm constantly learning and developing and know I'm making a difference.



Amina Abdillahi – Youth Support Officer

Before starting at The Mix as a Youth Support Officer, I was a volunteer here for about 3 years. What I loved most about volunteering here is how warm and friendly the helpline staff were. I felt lucky that I was able to meet people from all walks of life so when the role came up, I decided to give it a go. Having been a volunteer, I adapted to some things quicker than others. Thankfully the helpline team were very supportive and I was given time to learn the skills I would need to be successful. I enjoy the opportunity to work across other teams and get involved in their projects. The office itself is social and lively, there is definitely always someone to talk to and interact with.

How to apply

To apply, please send a CV and a covering letter addressing the attributes outlined in the Job Description and Person Specification to workforus@themix.org.uk.



Have a look at our social media

