

People Assistant

SO **MINI** MINDS  
**YOUNG** YOU



# What's the problem?

**1 in 6** children and young people aged 5-16 suffer from a diagnosable mental health disorder - that's around 5 in every class.

**Half** of all mental health problems manifest by the age of 14, with **75%** by age 24.

**3 in 4** children with a diagnosable mental health condition do not get access to the support that they need.

Nearly **half** of 17-19 year olds with a diagnosable mental health disorder has self-harmed or attempted suicide at some point.

But we believe things can get better.

## Who we are

We are leading the movement to make sure every young person gets the mental health support they need, when they need it, no matter what.

We provide young people with tools to look after their mental health. We empower adults to be the best support they can be to the young people in their lives. And we amplify young voices to change the world we live in.

### **Our purpose:**

To stop young people's mental health reaching crisis point

### **Our vision:**

A world where no young person feels alone with their mental health

### **Our mission:**

To make sure all young people can get the mental health support they need, when they need it, no matter what

## Our goals

To keep ourselves focused and on track, we've set out three strategic aims:

1. Helping young people to look after their own mental health
2. Making sure young people have adults around them who can really help
3. Building a youth-led movement to make sure support is there for any one who needs it



## Helping young people to look after their own mental health

We will provide young people with reassurance and advice to help them make positive choices for their mental health and know what to do next if they are struggling.

## Making sure young people have adults around them who can really help

Whenever a young person opens up about their mental health to an adult they trust, we want them to find someone who really gets it and can respond positively.

## Building a youth-led movement to make sure support is there for anyone who needs it

By building a movement for change, through which young people can create the societal changes they want to see, we know that far more young people will get the support they need.

“I’m proud that YoungMinds genuinely uses the voice of young people to guide their approach as a charity and change the misconceptions around mental health.”

**Alex, YoungMinds Youth Panel**



## Where we work:

YoungMinds is based close to London Bridge in Central London, although as an organisation, we are active all over the UK.

Our address is: 4th Floor India House, 45 Curlew St, London, SE1 2ND.

We are well served by public transport links: - local mainline stations are London Bridge and Waterloo. The nearest London Underground stations are London Bridge (Jubilee Line) and Borough (Northern Line).

## When we work:

Standard Office hours are 9.30am – 5.30pm, with a one hour unpaid lunch break.

Some of our employees work non-standard hours - we have a number of part-time staff, and some of our team work on a sessional basis.

YoungMinds recognises the importance of helping its employees balance their work and home life and so we have a Flexible Working Policy in place. Any employee can make a request for flexible working. Whilst we cannot guarantee to accommodate a flexible working application, we do guarantee that we will carefully consider any request made.

## Equal opportunities:

YoungMinds is fully committed to eliminating discrimination and promoting equality and diversity in our workforce and employment practices, in the work we undertake, and in the provision of all our services.

We therefore expect all of YoungMinds staff to be willing and able to make a positive contribution to the promotion and implementation of YoungMinds' Equality and Diversity policy.

## Safeguarding:

YoungMinds is committed to safeguarding and promoting the welfare of children and young people and we therefore expect all staff and volunteers to do the same. We ask all staff to undertake safeguarding training when they join us.

## Pre-employment checks:

Due to the nature of the work we do, before starting with YoungMinds, the following checks are carried out:

**Reference check:** All job offers are conditional on the receipt of satisfactory references.

**DBS check:** We ask our employees to complete an Disclosure and Barring Service (Criminal Records Bureau) Check. This role will be eligible for a Basic DBS check

**NB:** A previous conviction will not necessarily prevent you from joining YoungMinds. YoungMinds is committed to treating all applicants and employees fairly.

**Identity check:** We are also obliged to confirm your identity and obtain proof of your right to work in the UK.

## When you join:

All new staff benefit from a full induction with both the People and Culture department and their team, as well as our core training programme, ongoing support and personal development

## Probationary period:

All our posts are subject to an initial probationary period. This varies according to the length and type of the contract.

We offer our staff a wide range of health, wellbeing, lifestyle and financial benefits to ensure that we fully support all staff.

# Benefits

Benefit	Full Time	Part Time	Zero Hour
Holiday - 25 days plus 8 bank holidays and 3 days off for Christmas closure (pro-rated for part time) + an extra 2 days after 3 years' service	Y	Pro-rated	Pro-rated
Employee Assistance Programme	Y	Y	Y
Monthly office activities such as Lunch and Learn, Crafty Tuesday's and Book Club	Y	Y	Y
Pension - Employer 5% with minimum employee contribution at 3%. Subject to terms and conditions, pension contributions will begin automatically	Y	If minimum requirements met	If minimum requirements met
Cycle to work Scheme	Y	Y	Y
Travel loan (Available on completed probation)	Y	Y	N
25% off Osteopathy appointments at the British School of Osteopathy	Y	Y	Y
Commitment to continued professional development	Y	Y	If earning enough to be deductible
Access to Corporate Membership Prices for TasteCard	Y	Y	Y
Weekly fruit baskets in the office kitchens	Y	Y	Y
Free yearly eye test and money towards your glasses	Y	Y	Y
Discounts at local cafe's incl. 10% off at Absolutely Starving	Y	Y	Y



# Completing the application form

## Completing a YoungMinds employee application form

If you have any questions about completing the application form / the application process, please contact the People and Culture team (at [recruitment@youngminds.org.uk](mailto:recruitment@youngminds.org.uk)).

We strongly recommend you look through the YoungMinds website before starting the application form. You may either type or write in black pen to complete your application form.

### **Personal details and availability**

Fill out this section making sure all details are correct.

### **Education and qualifications**

Ensure to include all relevant qualifications and level achieved.

### **IT skills**

Please provide details as requested.

### **Training**

Please give details of any training courses you have completed.

### **Professional bodies**

Please state whether you are a member of any professional bodies, indicating your level of membership and qualification.

### **Eligibility to work in the United Kingdom**

You must be eligible to work in the UK. We are currently unable to support visa applications.

### **Employment history**

Please start with your current or most recent employer and give a brief description of your main responsibilities of that role. These descriptions do not have to be very long as you will have an opportunity to expand on certain aspects in the Statement of Suitability section.

Please list all previous positions of employment and ensure you account for any gaps in your employment history.

### **Statement of suitability**

Outline all relevant skills, experience and training appropriate to this post. As we shortlist against the criteria you should relate your application to the requirements set out in the person specification (providing examples).



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## Referees

Always ask your referees permission before giving their contact details for your application.

Your referees should be your current or previous line manager, academic tutor or a volunteer manager if applicable. Do not give details of family, friends or colleagues.

We reserve the right to request to approach any previous employer if deemed necessary.

Referees will only be contacted after an offer has been made. We will confirm this with you before we approach your referees. If there is a problem with this then please contact us.

# Completing the application form



## JOB DESCRIPTION

<b>Job title:</b> People Assistant	<b>Salary:</b> £26,636 to £29,596 per annum
<b>Hours:</b> Full Time (35 hours per week)	<b>Based at:</b> London Bridge Office
<b>Reports to:</b> People Manager	<b>Contract:</b> Fixed term, ending on 31 <sup>st</sup> March 2026

### About the team:

We are a team of passionate, enthusiastic individuals who hold YoungMinds' values close to our hearts. We like to challenge ourselves and those we work with to be and do better. We work as a whole team to reach our objectives.

### Purpose of the role:

YoungMinds is looking for a People Assistant to play an integral role in supporting the People Team by contributing across all of the phases of the employee lifecycle, including: on-boarding; employee engagement; data and compliance; reporting; HR processes, etc. The People Assistant will provide excellent, professional and timely administrative support to the People team and all staff as required.

### What you can expect to be doing:

- Deliver accurate and timely administrative support across the People function. This will include processing HR administration across the whole employee life cycle.
- Maintain HR data and ensure information is stored in a timely and accurate manner (compliant with GDPR), alerting the People team to any problems and sharing information to appropriate stakeholders.
- First point of contact for all administration and recruitment queries, including HR system queries and updates. Responding to queries and escalating where necessary.
- Maintain all training platforms, escalating issues to the People Manager where necessary.
- Maintain the HR information system and Team Trackers accurately and on a timely basis, ensuring all data is complete, accurate and secure in line with data protection requirements.
- Administer the payroll process, with support from the People Manager, ensuring the relevant changes are recorded in all areas.

- Support Managers through the recruitment of new employees, ensuring that all roles are appropriately advertised.
- Prepare offer letters and contracts of employment and assist in the full on-boarding process for new staff, as required.
- Support the delivery of the induction process on behalf of the people and culture team and the organisation.
- Administer the DBS (Disclosure and Barring Service) process, checking data for accuracy and liaising with new starters on identification documents.
- Ensure that valid right to work documentation is collected for each new starter and filed accordingly.
- Maintain and update YoungMinds' organogram.
- Maintain HR team meeting agenda and minutes.
- Support on ad hoc HR projects as required, with support from People team members.
- Other duties that may from time to time be necessary, compatible with the nature and grade of this post.

## General:

- Maintain and observe an appropriate level of confidentiality at all times.
- Form effective working relationships with all staff members, volunteers, child mental health agencies and relevant external organisations.
- Be responsible and accountable for safeguarding and follow the organisation's policy and procedures at all times.
- Work in accordance with the organisation's Vision, Mission and Values and **all** policies and procedures.

*YoungMinds is committed to anti discriminatory policies and practices and it is essential that the post holder is willing and able to make a positive contribution to the promotion and implementation of YoungMinds' Equality & Diversity Policy. YoungMinds is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.*

## PERSON SPECIFICATION

Experience	To be assessed via application	To be assessed at interview
Proven experience providing HR administration support to a busy team in a fast-paced environment.	X	X
Experience in a customer-facing role	X	X
Qualifications, Training, Skills and Abilities		
Confident at using Microsoft Office, Intermediate IT skills.		X
Good communicator with excellent written and verbal communication	X	X
Ability to accurately process data in line with Data protection regulations		X
Diplomatic and able to maintain confidentiality		X
Ability to work independently and as part of a team being service orientated		X
Strong organisational skills, able to develop a system of working and ability to identify improvements to current ways of working	X	X
Willingness to learn new processes and systems		X
Good attention to detail	X	X
Knowledge/ Understanding		
Understanding of how HR contributes to an organisation	X	X
Understanding and awareness of AJEDI (anti-racism, justice, equity, diversity and inclusion) principles	X	
Knowledge of HR systems		X