

**Mental Health Matters Wales**

Union Offices, Quarella Road, Bridgend, CF31 1JW

**Tel:** 01656 767045/651450 **Fax:** 01656 768775

**Email:** admin@mhmwales.org

**18 February 2025**

Dear Applicant,

**Re: Administrative Worker**

Thank you for your enquiry about the above post. Please find enclosed an application form and further information about the post and **Mental Health Matters Wales.**

If you decide to apply for the post, please read the application form guidance notes before completing the application.

Return your application by email to [recruitment@mhmwales.org](mailto:recruitment@mhmwales.org) or send your application form in an envelope marked ***Job Application – Admin Worker,*** to the address above. This will help us to avoid opening applications until the short-listing meeting.

If, having applied, you are not selected for interview, you will not hear from us again, unless you request a response by email or enclose a stamped addressed envelope with your completed application form.

**Please Note:** **CVs will not be accepted**.

Closing date for receiving application form is **midday Wednesday 5 March 2025**

Interviews will take place Week commencing Monday 10 March 2025 (exact date and time will be informed to successful candidates)

Yours sincerely,

Richard Jones

**CEO**

**Mental Health Matters Wales**

**Privacy Notice for Job Applicants**

In accordance with the Data Protection Act 2018 and the General Data Protection Regulation (GDPR), we have implemented this privacy notice to inform you, as prospective employees of our Charity, of the types of data we process about you. We also include within this notice the reasons for processing your data, the lawful basis that permits us to process it, how long we keep your data for and your rights regarding your data.

1. **DATA PROTECTION PRINCIPLES**

Under GDPR, all personal data obtained and held by us must be processed according to a set of core principles. In accordance with these principles, we will ensure that:

* 1. processing is fair, lawful and transparent
  2. data is collected for specific, explicit, and legitimate purposes
  3. data collected is adequate, relevant and limited to what is necessary for the purposes of processing
  4. data is kept accurate and up to date. Data which is found to be inaccurate will be rectified or erased without delay
  5. data is not kept for longer than is necessary for its given purpose
  6. data is processed in a manner that ensures appropriate security of personal data including protection against unauthorised or unlawful processing, accidental loss, destruction or damage by using appropriate technical or organisation measures
  7. we comply with the relevant GDPR procedures for international transferring of personal data

1. **TYPES OF DATA HELD**

We keep several categories of personal data on our prospective employees in order to carry out effective and efficient processes. We keep this data in recruitment files relating to each vacancy and we also hold the data within our computer systems, for example, recruitment logs.

Specifically, we hold the following types of data:

1. personal details such as name, address, phone numbers.
2. name and contact details of your next of kin.
3. your photograph.
4. your gender, marital status, information of any disability you have or other medical information.
5. right to work documentation.
6. information on your race and religion for equality monitoring purposes.
7. information gathered via the recruitment process such as that entered a CV or included in a CV cover letter.
8. references from former employers.
9. details on your education and employment history etc;
10. driving licence.
11. criminal convictions.
12. **COLLECTING YOUR DATA**

You provide several pieces of data to us directly during the recruitment exercise.

In some cases, we will collect data about you from third parties, such as employment agencies, former employers when gathering references or credit reference agencies.

Should you be successful in your job application, we will gather further information from you, for example, your bank details and next of kin details, once your employment begins.

1. **LAWFUL BASIS FOR PROCESSING**

The law on data protection allows us to process your data for certain reasons only.

The information below categorises the types of data processing we undertake and the lawful basis we rely on.

|  |  |
| --- | --- |
| **Activity requiring your data** | **Lawful basis** |
| Carrying out checks in relation to your right to work in the UK | Legal obligation |
| Making reasonable adjustments for disabled employees | Legal obligation |
| Making recruitment decisions in relation to both initial and subsequent employment e.g. promotion | Our legitimate interests |
| Making decisions about salary and other benefits | Our legitimate interests |
| Making decisions about contractual benefits to provide to you | Our legitimate interests |
| Assessing training needs | Our legitimate interests |
| Dealing with legal claims made against us | Our legitimate interests |
| Preventing fraud | Our legitimate interests |

1. **SPECIAL CATEGORIES OF DATA**

Special categories of data are data relating to your:

* 1. health
  2. sex life
  3. sexual orientation
  4. race
  5. ethnic origin
  6. political opinion
  7. religion
  8. trade union membership
  9. genetic and biometric data.

We carry out processing activities using special category data:

1. for the purposes of equal opportunities monitoring
2. to determine reasonable adjustments

Most commonly, we will process special categories of data when the following applies:

1. you have given explicit consent to the processing
2. we must process the data to carry out our legal obligations
3. we must process data for reasons of substantial public interest
4. you have already made the data public.
5. **FAILURE TO PROVIDE DATA**

Your failure to provide us with data may mean that we are unable to fulfil our requirements for entering a contract of employment with you. This could include being unable to offer you employment or administer contractual benefits.

1. **CRIMINAL CONVICTION DATA**

We will only collect criminal conviction data where it is appropriate given the nature of your role and where the law permits us. This data will usually be collected at the recruitment stage, however, may also be collected during your employment. We use criminal conviction data to determine your suitability, or your continued suitability for the role. We rely on the lawful basis of **legal obligation** and **our legitimate interests** to process this data.

1. **WHO WE SHARE YOUR DATA WITH**

Employees within our company who have responsibility for recruitment will have access to your data which is relevant to their function. All employees with such responsibility have been trained in ensuring data is processing in line with GDPR.

MHM Wales will not share your data with third parties for the following reasons:

We do not share your data with bodies outside of the European Economic Area.

1. **PROTECTING YOUR DATA**

We are aware of the requirement to ensure your data is protected against accidental loss or disclosure, destruction and abuse. We have implemented processes to guard against such.

1. **RETENTION PERIODS**

We only keep your data for as long as we need it for, which, in relation to unsuccessful candidates, is six months to a year.

If your application is not successful and we have not sought consent or you have not provided consent upon our request to keep your data for the purpose of future suitable job vacancies, we will keep your data for six months once the recruitment exercise ends.

If we have sought your consent to keep your data on file for future job vacancies, and you have provided consent, we will keep your data for nine months once the recruitment exercise ends. At the end of this period, we will delete or destroy your data, unless you have already withdrawn your consent to our processing of your data in which case it will be deleted or destroyed upon your withdrawal of consent.

Where you have provided consent to our use of your data, you also have the right to withdraw that consent at any time. This means that we will stop processing your data and there will be no consequences of withdrawing consent.

If your application is successful, your data will be kept and transferred to the systems we administer for employees. We have a separate privacy notice for employees, which will be provided to you.

1. **AUTOMATED DECISION MAKING**

Automated decision-making means making decision about you using no human involvement e.g. using computerised filtering equipment. No decision will be made about you based on automated decision making (where a decision is taken about you using an electronic system without human involvement) which has a significant impact on you.

1. **YOUR RIGHTS**

You have the following rights in relation to the personal data we hold on you:

* 1. the right to be informed about the data we hold on you and what we do with it;
  2. the right of access to the data we hold on you. We operate a separate Subject Access Request policy, and all such requests will be dealt with accordingly.
  3. the right for any inaccuracies in the data we hold on you, however they come to light, to be corrected. This is also known as ‘rectification’.
  4. the right to have data deleted in certain circumstances. This is also known as ‘erasure’;
  5. the right to restrict the processing of the data.
  6. the right to transfer the data we hold on you to another party. This is also known as ‘portability’.
  7. the right to object to the inclusion of any information.
  8. the right to regulate any automated decision-making and profiling of personal data.

In addition to the above rights, you also have the unrestricted right to withdraw consent, that you have previously provided, to our processing of your data at any time. Withdrawing your consent means that we will stop processing the data that you had previously given us consent to use. There will be no consequences for withdrawing your consent. However, in some cases, we may continue to use the data where so permitted by having a legitimate reason for doing so.

If you wish to exercise any of the rights explained above, please contact **HR Department, MHM Wales, Union Offices, Quarella Road, Bridgend. CF31 1JW** by post.

1. **MAKING A COMPLAINT**

If you think your data rights have been breached, you are able to raise a complaint with the Information Commissioner (ICO). You can contact the ICO at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or by telephone on 0303 123 1113 (local rate) or 01625 545 745.

1. **DATA PROTECTION COMPLIANCE**

Our appointed compliance officer in respect of our data protection activities is:

Richard Jones, Chief Executive Officer

[richard.jones@mhmwales.org](mailto:richard.jones@mhmwales.org) Tel: 01656 651450



**Job Description**

**Title: Administrative Worker**

**Salary: £19,656.00 (actual) £12.60 per hour**

**Hours: 30 per week over five days**

**Pension: 9% employer’s contribution (after probation period, Auto Enrolment during, unless Opt-out)**

**Line management: Operations Manager**

**Accountable to: MHM Wales Board of Directors**

**Office Base: Bridgend**

**Purpose of Post**

As an Administrative Worker, your primary responsibility is to provide efficient and effective administrative support to the office. This includes answering phone calls, responding to emails, and managing correspondence in a timely and professional manner.

You will be responsible for maintaining and updating databases, ensuring accurate record-keeping, and supporting the smooth operation of office functions.

Additionally, you will play a key role in assisting our advocacy services by coordinating communications, organising documentation, and providing essential administrative support to facilitate their work in helping individuals and communities

**Main Duties and Responsibilities**

1. Reception duties, to include answering the telephone, taking messages, dealing with enquiries whether by telephone, e-mail, post or in person and opening incoming mail as agreed.
2. To handle and process archived information and work in line with the eight principles of the Data Protection Act 2018.
3. Maintain spreadsheets, databases, computerised diaries and manual filing systems.
4. To take, type and circulate minutes of meetings as required.
5. To handle and process confidential and delicate information in a sensitive manner.
6. To type letters, reports, and other material as requested from manuscript, copy or audio.
7. Provide a confident external interface to key groups, such as the local health board/ local authority, and dealing with their queries/requests for information.
8. To format and manipulate Microsoft Office documents e.g. produce PowerPoint presentations from word documents or charts from excel spreadsheets.
9. To send out satisfaction surveys and collate responses.
10. To undertake photocopying and mail distributions.
11. To maintain and amend manual filing systems.
12. To maintain and amend electronic databases and spreadsheets.
13. Co-ordinate client appointments for the Talking Connections Service
14. To prepare reports, information packs or other pieces of documentation as required by management.
15. When required, to book venues for meetings, training events etc and liaise with speakers, delegates etc. to ensure the smooth running of the events.
16. To liaise with the Office Manager for the ordering of stationery and maintenance issues.

**General Duties**

1. To work in line with Mental Health Matters Wales policies including in relation to Health and Safety, Confidentiality, Protection of Vulnerable Adults and Equal Opportunities.
2. To undertake training as necessary in line with development of the post.
3. To participate fully in the supervision and appraisal process and undertake Continuing Professional Development as required.
4. To achieve and demonstrate agreed standards of personal and professional development within agreed timescales.
5. To travel independently to venues other than the office base and work flexibly at times
6. To undertake any other reasonable duties at the request of your line manager
7. To adhere to and promote the value base of Mental Health Matters Wales.



**Mental Health Matters Wales**

**Administrative Worker Person Specification**

**Please read the requirements carefully and ensure that your application addresses all the criteria relevant to the post.**

| **Category** | **Requirements** | **Essential**  **Desirable** | **Method of Assessment** |
| --- | --- | --- | --- |
| Education | A minimum of 4 ‘GCSE ‘or equivalent qualifications including English at Grade C or above  NVQ 2 in Business Administration or equivalent.  NVQ 3 in Business Administration or equivalent | E  D  D | Application form  Application form  Application form |
| Experience | Using IT systems and packages, in particular Microsoft Office 365  Desktop Publishing  General office experience, including answering phones, providing a reception service and dealing with a range of administrative tasks at the same times.  Diary management and appointment booking using manual and computerised systems.  Experience of setting up and running a range of administrative systems. | E  D  D  D  E | Application form  Application form  Application form  Application form  Application form |
| Skills and Abilities  Skills and Abilities (continued) | The ability to communicate in Welsh both written and verbally  Must be well organised  Excellent interpersonal and customer service skills, with the ability to communicate effectively with a diverse range of people, establishing and maintaining effective working relationships.  Excellent written communication skills with the ability to take accurate messages and follow up where necessary  Ability to work under pressure while maintaining a positive professional attitude  Ability to work as part of a team  Ability to organise and prioritise workload and work on own initiative  Ability to accurately input information on a database  Flexible and willing to contribute to the success of the team  Reliable and Punctual | D  E  E  E  E  E  E  E  E  E | Application form  Application form/ interview  Interview  Application form/Interview  Interview/Probation  Interview  Probation  Application form/interview  Interview/ probation  Application form/interview  Probation  Probation |
| Knowledge | Outline knowledge of the requirements of the ‘Data Protection Act’ and a clear understanding of the meaning of patient/client ‘confidentiality’.  Computer literate with a working knowledge of  Microsoft Office package.  Has knowledge/experience of work on data bases | E  E  D | Application form and interview  Interview  Application and Interview |
| Values and Personal Attributes | Demonstrable commitment to upholding the rights of people who face disadvantage or discrimination.  Ability to learn quickly about the charity and a willingness to learn.  Must be prepared to work flexibly including some unsocial hours when required.  A commitment to equal opportunities and anti-discriminatory practice.  A commitment to the aims and objectives of Mental Health Matters  Ability to remain calm under pressure. | E  E  E  E  E  E | Interview  Application form/interview  Application form/interview  Application form  Application form  Application form, interview and probation |



**APPLICATION FORM - GUIDANCE NOTES**

**Please read these notes carefully before completing the application form.**

***Introduction***

These notes are provided to help you complete an application form for a job with **Mental Health Matters Wales**. The form will provide us with the only information that we will use in deciding who to invite for an interview. Shortlisting will be carried out by the selection panel, who will relate the information that you provide to both the person specification & the job description.

**Please bear in mind the following points:**

a) It is essential that you complete all parts of the application form in full. You may use additional sheets of paper to answer the questions if necessary, but please be as concise as possible.

b) Please do not send curriculum vitae, nor phone **Mental Health Matters Wales** for information about this post.

c) Please use black ink or typescript - to aid photocopying.

d) Please note that page 1 of the form will not be used in selecting candidates for interview: it will only be referred to when the selection for interview has been made.

***Page 1***

It is helpful to have both your home & work phone numbers (if relevant) so that we can contact you quickly if you are shortlisted for interview or selected for the post. We will not phone you at work if asked not to. Please indicate this on the form.

References will be sought prior to interview, ***please indicate if you do not*** ***want us to do this***. Please make sure, when selecting referees, that they know you well enough to give a full opinion about your capabilities in line with the person specification & job description.

***Page 2***

Please provide information on your education from age 11 and any opportunities you have taken up since leaving school - e.g. training courses, degree or other courses. Please include the name of the institution and dates.

***Page 3***

Please provide details of your present & previous employment. This might include paid or unpaid work. Please state what position you held, a brief description of the main duties and your reason for leaving.

***Page 4 & 5***

Please demonstrate how you meet the requirements set out in the person specification and job description. You need to answer this question fully, but concisely, as this will determine whether or not you are selected for interview.

***Page 6***

**Criminal convictions**: under the Rehabilitation of Offenders Act 1974, an individual who has had a conviction(s) may, with certain exceptions, be allowed to treat the conviction as if it had never occurred. A conviction will become ‘spent’ where the person has not, after a period of time, committed another serious offence. Under the Act, a conviction cannot be regarded as spent if it incurred a sentence of more than two and a half years in prison. It will be regarded as spent after 10 years if it incurred imprisonment or corrective training for more than six months but less than 13 months. The rehabilitation period for fines or other sentences is 7 years. The Act also specifies rehabilitation periods for sentences resulting from disciplinary proceedings in HM’s service.

**Health & disability**: please detail any issues that you feel **Mental Health Matters Wales** should know about that may have a bearing on your ability to do the job - for example, the need for aids and adaptations. This will not prejudice your application in any way.

***Page 7***

Please complete all sections and sign the form.

Please note that application forms received after the closure date will NOT be considered.

***Equal opportunities monitoring form***

We would be grateful if you would fill in this form, as it will help in the implementation of **Mental Health Matters Wales**’ Equal Opportunities Policy. Please return it with your application form. The information will be treated as confidential and will not be considered as part of your application for this post.



**Mental Health Matters Wales**

**Union Offices, Quarella Road, Bridgend CF31 1JW**

**Charity No: 1123842 Registered Company No: 6468412**

**CONFIDENTIAL**

Code number..............

**APPLICATION FOR EMPLOYMENT**

Please complete **ALL** sections of this form, using **black ink or typescript**.

Please do **NOT** enclose a CV; or other additional information.

**Please read the enclosed Guidance Notes before completing this form.**

**Administrative Worker**

**APPLICATION FOR POST OF:**

**1. PERSONAL DETAILS (IN BLOCK LETTERS)**

**SURNAME** **FIRST NAME**

**ADDRESS**

**POSTCODE**

**Home: Work:**

**TELEPHONE NO:**

**2. REFEREES**

Please give the names and addresses of two referees, who should not be related to you and one of whom should be your present/last employer, tutor, volunteer work supervisor or similar. **References will be requested prior to interview unless otherwise indicated.**

**a) Employer, supervisor**

**Name:**

**Address:**

**Tel No:**

May we contact this referee before interview: **Yes/No**

**b) Other**

**Name:**

**Address:**

**Tel No:**

May we contact this referee before interview: **Yes/No**

**3. EDUCATION AND Training**

Please give details of your educational qualifications and training, including subjects taken and short courses where appropriate.

**4. CURRENT AND PREVIOUS EMPLOYMENT** (Please include paid and unpaid)

**Present or most recent employer/organisation**

|  |  |  |
| --- | --- | --- |
| **Name and Address** | **JOB TITLE AND BRIEF DETAILS OF POST (including start date and if relevant date of leaving)** | **Reason for wanting to leave** |

Present grade and salary

**Previous employers/organisations** (include details of **all** previous employers and employment gaps)

|  |  |  |
| --- | --- | --- |
| **Name and Address** | **Job title and brief details of post (including start and leaving dates** | **Reason for leaving** |

**5.** Please demonstrate how you meet the requirements laid out in the person specification of the post you are applying for. Please continue on a separate sheet of paper if necessary

**Please read the application guidance notes carefully before completing this section**

**Experience**

**Knowledge/Skills and Ability**

**Attitude**

**6. CRIMINAL CONVICTIONS**

**Mental Health Matters** **Wales** wishes to ensure that it does not discriminate against ex-offenders. However, we recognise that many of our posts, for example - those that involve handling money, may place ex-offenders in a potentially vulnerable position, unless consideration of the person’s background has been made. For this reason, we ask you to complete the following section.

**Have you ever been convicted of a criminal offence? Are you, at present, the subject of criminal charges? (Please Tick 🗸)**

Yes No

If your answer was yes, please give details of date(s) of offence(s) and sentence(s) passed:

**7. OTHER**

How did you come to hear of this post?

When could you take up this post?

Are you, to your knowledge, related to any Officer, Executive Committee member or employee of **Mental Health Matters Wales? (Please Tick🗸)**

**Yes** **No**

**8. DECLARATION**

I confirm that to the best of my knowledge the information given on this form is true and correct and can be treated as part of any subsequent Contract of Employment.

Signed:

Print Name:

Dated:

If you feel that you need special facilities/allowances or adjustments to be made to enable you to attend for interview you must advise us of what these are as soon as you receive an offer of interview.

Return this formto:

**Mental Health Matters Wales**

**Union Offices, Quarella Road, Bridgend**

**CF31 1JW**

**This form can also be returned by email to:** [**recruitment@mhmwales.org**](mailto:recruitment@mhmwales.org)

**Please Note:**

**Closing date for receiving application form is midday Wednesday 5 March 2025**

**Interviews will take place Week commencing Monday 10th March 2025 (exact date and time will be informed to successful candidates)**



**Equal Opportunities Monitoring Form**

The information you provide will be used for monitoring purposes only and will be treated as confidential under the Data Protection Act 1998. This form will be separated from your application form on receipt and before consideration of candidates takes place. There is no obligation to complete this form, but doing so will help Mental Health Matters Wales implement its Equal Opportunities Policy.

**Application for Post of:**

Administrative Worker

**Where did you see this**

**post advertised:**

**Monitoring ethnicity**

**How would you describe yourself?** (Choose ONE section from A to E)

A  Asian or Asian British  Bangladeshi  Indian  Pakistani

Any other Asian background, please write in box .......................

B  Black or Black British  African  Caribbean

Any other Black background, please write in box .......................

C  Chinese  Any other, please write in box .......................

D  Mixed Heritage  White and Asian  White and Black African

White and Black Caribbean

Any other Mixed background, please write in box ......................

E  White  British  English  Irish  Scottish  Welsh

Any other White background, please write in box ......................

F  Prefer not to say

**Disability monitoring**

**Do you consider yourself to have a disability or a long-term health condition?**

Yes  No

**What is the effect or impact of your disability or health condition?**

Prefer not to say

**Gender monitoring**

**Would you describe yourself as:**

Male  Female  Prefer not to say

**Sexual orientation**

**What is your sexual orientation?**

Bisexual  Gay Man  Gay Women / Lesbian  Heterosexual

Other  Prefer not to say

**Age monitoring**

**Please select one age range?**

18 – 25  26 – 35  36 – 45  46 – 55  56 - 65  66+

**Religion and belief**

**Please tick the box that best describes you:**

Buddhist  Christian  Hindu  Jew  Muslim  Sikh

Other Religion or Belief (please state) ............................

No Religion  Prefer not to say