

**Mental Health Support
Administrator**

August 2026

Hertfordshire Mind Network
Watford Wellbeing Centre
501 St Albans Road
Watford
Hertfordshire
WD24 7RZ

02037 273600

info@hertfordshiremind.org

www.hertfordshiremind.org

Mental Health Support Administrator

Dear Applicant,

Thank you for your enquiry about the above post.

This pack contains the Job Advertisement, Job Description and Person Specification. For more information about the role and our services, please see our website at www.hertsmindnetwork.org/vacancies/mental-health-support-administrator-2/

To apply, please submit your CV and a supporting statement as to why you are suitable for the role. Clearly state your address, e-mail address, telephone number and whether you have a driving license and whether you own a vehicle.

Being able to drive and having access to your own vehicle is essential for this role.

Please return applications to Kerry Joyce at the above address or by email to recruitment@hertsmindnetwork.org

Closing date for receipt of applications is Thursday 20th August 2026.

Interviews to be held week commencing 24th August.

Yours sincerely

Kerry Joyce
Resources Lead



HOPE



TOGETHER



COURAGE



RESPONSIVE

Our Vision, Purpose and Values

Our vision

“Every person in Hertfordshire will feel supported with their mental health.”

Our purpose

1. We fight for the mental health of every person in Hertfordshire.
2. We provide mental health support, opportunity, advocacy and resources.
3. We will elevate and promote the voice of those with lived experience of mental ill health.

Our values

Hope

We believe in choice, freedom, change and a better future for every person experiencing mental ill health.



Together

We share learning, build relationships and connect with others to promote better mental health across our community.



Courage

We are determined, bold and unstoppable.



Responsive

We take time to listen, to learn, to share and to act.



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Job Description

Job title:	Mental Health Support Administrator
Reference Number:	375
Salary scale:	£24,785
Contracted hours:	37.5
Working base:	Mainly based in our Stevenage Well-being centre with flexibility to travel to other centres across Hertfordshire if required
Reports to:	Resources Lead
Contract length:	Permanent
Checks needed:	Enhanced DBS and 2 satisfactory references

Background of Post

Hertfordshire Mind Network is the largest charitable provider of mental health services in Hertfordshire, in terms of the number of people supported and range of services offered. We have a presence in all of the county's 10 districts, with established Wellbeing Centres across the county. Our services are available to all residents in Hertfordshire over the age of 18, and we offer dedicated services and outreach for 5-18 year olds. We provide services and support to approximately 10,000 people experiencing mental ill health each year.

Purpose of Post

As a Mental Health Support Administrator, you will be responsible for ensuring a smooth process for people contacting Hertfordshire Mind (HMN) from initial contact to service provision and provide advice, information and emotional support to service users.

Accountability

You will be line managed by the Resources Lead at HMN but will manage your own workload, prioritising tasks and working on your own initiative.

Key Responsibilities

- To be the first point of contact and provide advice and information to HMN callers via telephone, email and in person.
- To provide emotional support to people contacting HMN by telephone or in person who are experiencing emotional distress and to ensure smooth referrals into the Daylight service for clients who are in crisis and require short-term crisis resolution.
- To complete and process referral forms, liaising with Service Users and colleagues.
- To accurately record client information onto the database.
- To support the smooth running of the Wellbeing Centres.
- To undertake admin duties for the Wellbeing Centre, including the distribution of mail, maintaining office supplies, and responding to internal/external e-mails.
- To ensure the reception area is tidy and leaflet displays are replenished to include up to date information.
- To maintain the notice boards with relevant and up to date information.

- To work in line with standardised administrative systems across HMN, to maintain the general running and efficiency of the office and consistency with the other HMN offices.
- To undertake training as required and to maintain policies and procedures.

General Responsibilities

- To ensure compliance with legal, ethnical, regulatory and social requirements.
- To manage personal resources and own professional development.
- To ensure all duties are carried out in a manner which promotes equality and diversity.
- To promote a health and safety culture within the workplace, observe all health and safety rules and procedures as required and where appropriate conduct risk assessments.
- Ensure that essential information of a sensitive or personal nature is not disclosed to or discussed with inappropriate persons.
- All information must be maintained within the Data Protection Act.
- To be an active and effective team member.
- To travel between HMN wellbeing centres.
- To work some hours outside of normal office hours (including evenings and weekends).
- At all times to carry out every aspect of your duties with due regard to HMN policies and procedures including the Equalities statement.
- To ensure HMN's values are embedded in the service.
- To maintain a professional level of communication at all times.
- To keep clear records and plans of all contacts with service users, professionals and meetings with external agencies.
- Maintain full accountability to the project through supervision.
- Undertake other duties as may be reasonably determined by line management, the CEO or Board of Directors.

Person Specification on next page.



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Person Specification		Essential/ Desirable
Qualifications		
Knowledge of Microsoft Office, excel spreadsheets, word documents		E
Database experience		D
Knowledge		
Excellent interpersonal skills to include a welcoming telephone manner		E
Understanding of the principles of trauma informed care		D
Understanding of the relationship between mental health and social issues and how these issues may impact on physical, mental and emotional wellbeing		D
Experience		
Experience of working with people, supporting with their mental health		D
Experience of working in a busy office environment		D
Previous lived experience of mental ill health		D
Skills and Abilities		
Ability to deal with stressful and difficult situations in a calm manner		E
Ability to demonstrate a positive non-judgemental attitude and sensitive response to service users/ clients		E
Ability to demonstrate commitment to Equal Opportunities		E
Ability to work on own initiative and as part of a team		E
Ability to prioritise work with minimum supervision, meet deadlines and work simultaneously on a variety of tasks		E
Ability to remain calm in crisis situations with clients		E
Ability to communicate clearly both verbally and in writing		E
Highly motivated and able to learn quickly, willing to seek advice appropriately and actively participate in supervision and training as required		E
Creative and flexible approach to working with individuals		E
Clean driving license and use of car		E

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