



together we  
Cumbria

# ADMINISTRATOR

## RECRUITMENT PACK



EMPOWERING PEOPLE TO BETTER MANAGE THEIR MENTAL AND  
PHYSICAL HEALTH AND WELLBEING

# INTRODUCTION

RECRUITMENT PACK

Together We is a growing, award-winning social enterprise in Cumbria. We're a high energy and creative team who have been recognised for Innovation in our Health & Well-being sector for the last 5 years.

Our policy is to hire for attitude and train for skills. We invest in a great training portfolio for our people, plus mentoring programmes, so that we're all constantly gaining new skills and work experiences. We pay fairly too and we advocate for a healthy lifestyle.

Our Employee Assistance Programme is there to help our staff and their families, 24/7, 365 days a year. We operate a confidential telephone helpline and you can expect both practical information and emotional support. The range of expert counselling is extensive and covers mental health, addictions, debt, legal issues, family issues, housing, childcare, tax, bereavement, relationships, domestic abuse/violence and eldercare etc. The Online Health Portal offers brilliant well-being resources too including four-week programs, videos and webinars.

Together We operates throughout Cumbria. We also support flexible working and homeworking, wherever possible. Wherever you are, in our workplace, everyone's goal is to help more people reach for a better life. We work hard and everyone makes a difference.

Our people are the reason for our success. The staff and volunteers at Together We are on a mission to help people in our local community learn skills to better manage their physical and mental wellbeing.



Samantha Joughin & Janine Ward  
Managing Directors

Our services offers a range of interventions for mental health and physical health, all of which place the client at the centre of our work. Our two key services combine well to provide care for all ages and with a “whole person” approach to mental health and physical wellbeing

## Talk

Provides personalised one-to-one and small group talking interventions, including mental health support, link working, and guidance for those who fall between service gaps.

Aims to deliver client-centred support that creates self-awareness and empowers individuals to manage their symptoms, distress and improve overall wellbeing.

## Recovery

Provides group sessions and opportunities for anyone experiencing mental and physical health difficulties.

Recovery colleges provide a range of courses, physical activity sessions and groups designed to increase self-awareness and understanding of Recovery and what it means to each individual.

All service delivery is designed to be evidence-based intervention and guided discovery. Each of the services interlinks, with a series of projects and programs for one to one and group support.

We target multi-model psychological intervention, link working, education and physical activity to improve a person's wellbeing and we aim to reduce the impact of mental health and physical health problems on individuals and on their wider community.

We have clearly defined Guiding Principles that help us to ensure we do not drift from our mission of improving physical and mental wellbeing:

*"We aim to increase a person's understanding of their health and factors and determinants that may contribute to improving their overall health and Wellbeing.*

*We aim to increase access to low level interventions and stop referrals into other services. We aim to provide a whole person approach to health that covers all ages, social economic background, and ability.*

*We aim to provide support that is individually tailored for the person and group sessions which provides psychoeducation to educate and put the person at the centre of their care. We also aim to provide training and opportunities for staff to undertake a very different and niche role working with mental and physical wellbeing together"*

# JOB DESCRIPTION

**Job Title:** Administrator

**Employer:** Together We CIC

**Reporting to:** Office Manager

**Hours:** 18 Hours per week

**Salary:** £12.21 PH

**Leave:** 28 days per year pro rata plus bank holidays.

**Contract:** 1 year Contract

## Location:

We have several locations across Cumbria some of which are permanent bases others are outreach locations. We would encourage the post holder to be flexible in their working arrangements and work from different locations as and when required. We would also consider home working, however this would be in agreement with the post holder and the demands of the role.

## Pension:

We offer the opportunity to join a pension scheme which makes a matching contribution of up to 3% of salary.

## Leave:

28 days per rata plus bank holidays.

## Review:

This role has a three-month probationary period.



# ABOUT THE ROLE

Administrators should have a highly transferable set of knowledge, skills and behaviours that can be applied in all sectors. The administrator will play a key role in managing referrals, coordinating communications, and providing essential administrative support to ensure smooth service operations. They will handle incoming referrals, manage phone lines and emails, and maintain confidential client records.

The administrator will also be responsible for marketing support, including developing resources and marketing via social media.



## A large, colorful, abstract artwork made of paper scraps and leaves, featuring the word 'ASSERTIVE' in a yellow oval. The artwork is composed of various colored paper scraps, including green, yellow, orange, and brown, arranged in a collage-like fashion. The word 'ASSERTIVE' is written in a yellow oval on a white background. The artwork is displayed on a wooden surface.

- To support Together We CIC in accepting, recording and making bookings for referrals to all services (Talk, Carry and Recovery)
- To support Together We CIC in marketing their services and events via social media and other non-digital methods.
- To provide administrative support.

- 1.To accept referrals into the service from professionals and self-referrals, to accurately enter them into patient management system.
- 2.To accurately input attendance and data collection for the Recovery College into the relevant systems.
- 3.To accept enquiries and respond appropriately via telephone, email and social media.
- 4.To book contacts directly into clinicians diaries and liaise with staff regarding contact from referrals and service users, using internal communication systems.
- 5.To establish and maintain effective links with other agencies.
- 6.To produce letters and reports for Together We CIC.
- 7.To actively contribute to the development of group work and activities at Together We CIC.
- 8.To maintain confidentiality and work within GDPR.
- 9.To attend and actively participate in line management meetings, annual appraisals, monthly and quarterly team meetings etc as required.
10. To help with marketing and promotion of Together We CIC including maintaining website and social media.
11. To contribute to the ongoing development of Together We CIC.
12. To maintain good communication with colleagues within Together We CIC, partner organisations and referring agencies.
- 13.To value diversity. To actively promote and ensure good equal opportunities practice at all times and work in an anti-oppressive manner.
- 14.To adhere to Together We CIC clinical guidelines, code of ethics, policies, procedures and stated aims / core purpose.
- 15.To undertake other duties appropriate to the post as required by senior team.



# PERSON SPECIFICATION CONTINUED...

Criteria	Essential / Desirable	How Assessed
Lived experience of a serious or severe mental health problem or lived experience of caring for someone with a serious or severe mental health problem – defined by a mental health problem that is considered to be significantly impacting day to day life.	Desirable	Interview
Good IT skills in Microsoft Office	Essential	Interview / statements supporting application
Be used to using patient management systems	Desirable	Interview
Ability to work as part of a multi-disciplinary team and demonstrating appropriate communication.	Essential	Interview and application
Excellent time management skills.	Essential	Interview and Application
Experience of service development and marketing.	Desirable	Interview
Ability to establish relationships with people from both clinical and non-clinical backgrounds and communicate effectively showing good understanding of diversity and inclusion issues relating to mental health.	Desirable	Interview and application
Emotional resilience to work calmly under pressure, containing anxiety in self and others. Must have the ability to recognise own limitations and seek additional support where necessary.	Essential	Interview
Excellent telephone manner.	Essential	Interview
Typing qualification.	Desirable	Application

## ADDITIONAL REQUIREMENTS

- CPD: To undertake relevant courses and qualifications as required.
- Safeguarding: To carry out duties in accordance with Together We CIC policy and to undertake an enhanced DBS check.
- Other policies and procedures: The post-holder must be able to adhere to all of Together We CIC policies and procedures.



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TOGETHERWE.UK  
0808 196 1773



Allerdale | Copeland | Carlisle | Eden

# HOW TO APPLY

Send your CV and Covering letter to:

**MANDY@TOGETHERWE.UK**

**Closing Date:**  
**2<sup>nd</sup> September 2025**



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