



Heart Wood
Administrator
1 day a week

Heart Wood Administrator

Background Information

Founded in 2019, Heart Wood is a mental health charity based in Hexham, Northumberland, that offers client-centred group therapy, facilitated by therapists, in a nature setting. The charity pioneers a way of engaging with people who are struggling with their mental health and are unable to, or chose not to, engage with existing services.

We run a groups for men and have piloted work with young people aged 16-24. We also run training courses for therapists interested in the Heart Wood Approach in working therapeutically outdoors.

Our groups take place at two private woodland sites in Northumberland – at Minsteracres Retreat Centre and in woodland at Kirkley Café near Ponteland.

Heart Wood staff are the Founder and Lead Therapist, Chip Ponsford, and Manager, Emma Ponsford. They work closely with Rab Erskine who is a Mentor, Consultant and Lead Therapist for Heart Wood. Heart Wood currently engages three freelance co-facilitators the groups and is governed by a Board of five Trustees.

We are a small charity that relies on funding support from Trusts and Foundations. Heart Wood is committed to implementing equal opportunities and promoting diversity. For more information about Heart Wood, who we are and what we do, please visit www.heartwoocharity.org.

Role

The Administrator will provide support to the Heart Wood Manager in ensuring the smooth running of the charity as it develops.

Key Tasks

Projects and Training Courses

- To provide administrative support for Heart Wood projects as required by the Heart Wood Manager such as keeping records of attendance and gathering information for monitoring and evaluation.
- To provide administrative support for the training courses, including managing and processing applications, liaising with course participants and circulating course information
- Conducting desk-based research to support project and training development, and researching suitable grants for applications

Marketing & Communications

- To assist in the creation and distribution of marketing materials
- To monitor and update the Heart Wood website ensuring information is current and correct
- To support in the creation and sharing of relevant content via social media and keeping up the Heart Wood social media presence

- Arranging press coverage where required
- Actively seeking out ways to raise the profile of Heart Wood locally, nationally and within the mental health sector

Meetings and Events

- Schedule and minute the quarterly Management Committee meetings
- Assist the Heart Wood Manager in planning and delivering fundraising events
- Attend events and other networking opportunities to promote Heart Wood, as required.

Office and administrative systems

- Provide practical office and administrative system support and assistance to the Heart Wood manager
- Review Heart Wood policies and procedures and keep record of renewal dates
- Keep a record of all facilitators DBS and safe-guarding training certificates, ensuring they are in date.
- Support the Manager in overseeing the funding requirements of grants ensuring all relevant paperwork and reports are completed
- Ensure Heart Wood is adhering to current GDPR regulations
- Arrange outdoor first-aid training and online safeguarding training as required for the Heart Wood personnel
- Update the charity database as required
- To undertake any other duties as required by the Heart Wood Manager

Person Specification

We are seeking an individual with a flexible and organised approach. You should be comfortable working under your own initiative, whilst having the ability to communicate clearly with the rest of the team.

Essential

- Experience of previous administrative work
- Experienced in using Word and Excel
- Excellent written and verbal communications skills
- Organised and methodical in approaching tasks with good attention to detail
- Ability to work on own initiative as well as being part of a team
- Excellent time management skills and ability to prioritise activity
- An understanding of the importance of confidentiality
- Have a commitment to diversity, equity and inclusion
- Be able to communicate effectively with vulnerable people who may have some communication barriers

Desirable

- Experience of using a range of marketing communications tools and social media channels
- Experience of writing and editing marketing and online content
- Financial management experience using software packages e.g. Quickbooks.
- Experience of writing funding applications
- Knowledge of the voluntary sector and key stakeholders
- Knowledge of the health and wellbeing agenda

Terms and Conditions

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| Role | Administrator |
| Responsible to | Heart Wood Manager |
| Hours | 1 day (7.5 hours) a week which can be worked flexibly around other commitments. Usual working hours are Monday to Friday, 9.30am to 5.30pm. |
| Salary | £4,800 (equivalent £24,000 FTE based on 37.5 hour week) |
| Contract | Fixed term contract December 2023 – March 2026 |
| Annual Leave | 24 days plus Bank Holidays (pro rata) |
| Location | Home-based with occasional requirement to attend meetings in Hexham or on site at Minsteracres. |

Applications

Please send a CV and a supporting statement of no more than two pages demonstrating your experience, why you are suitable for this post and what you feel you can bring to Heart Wood.

Email your completed application form to admin@heartwoodcharity.org or post to 12 Woodside, Hexham, NE46 1HU.

Recruitment Timetable

Application deadline: 5pm, Friday 1 December

We will always endeavour to contact all applicants following shortlisting. However, if you have not heard from us by Friday 8 December, then unfortunately your application has not been successful.

Interviews will be held in person in Hexham in early December. Time and date to be arranged.

To arrange an informal chat about the role, please contact Heart Wood Manager Emma Ponsford at admin@heartwoodcharity.org or call 07813 814644.