



People and Governance Coordinator

Recruitment Pack
July 2025

 **Mind**
Tower Hamlets,
Newham and
Redbridge

Mind in Tower Hamlets Newham and Redbridge

We're Mind in Tower Hamlets, Newham and Redbridge (MindTHNR), part of a network of over 100 local minds who tailor trusted mental health services to the community. MindTHNR has been delivering services and support for people living in our community for over 30 years.

We offer a variety of services included Mental Health Support, Well-being Groups, Talking Therapies, Employment Support, Advice and Information, as well as Advocacy services. We strive to provide services that adapt to the dynamic needs of our communities. We believe in collaborating with our communities in the production, design, and delivery of these services.

Our goal is to deliver inclusive services that are accessible to anyone who needs them and to ensure that no one has to face mental health issues alone. We are committed to meeting the diverse needs of our communities and actively advocate for addressing healthcare inequalities to ensure equitable access to services. As an anti-racist organisation, we are dedicated to promoting racial justice within mental health.



Vision, culture and values

Our Vision

Mind in Tower Hamlets, Newham and Redbridge has a vision of a society where people with mental health and emotional needs are accepted and included without fear of stigma and discrimination. We want to work towards a society where our clients' needs and ambitions are supported. We believe that everyone has the right to access comprehensive services which enable them to reach their full potential and to work towards their recovery.

Our Culture

We are committed to anti-discriminatory practice. We know that those who are accessing our services are most likely to be impacted by systemic inequality, so it is integral that we are challenging, championing and proactively removing barriers in all aspects of our work.

Our strength lies in the diversity of our staff, volunteers and clients. This allows us to continue to create the most supportive and culturally competent services for our community. Together we build spaces where everyone is embraced, trusted and valued so they can be themselves and fulfil their potential.

Through a listening & learning journey we have taken time to educate ourselves, we have made significant progress, however we know that there will always be work to do. Over the next three years we will set out a clear action plan to ensure that anti-discriminatory practice is embedded throughout our core five priorities areas. We will not stop developing, sharing and working on this culture and we take pride in our workforce and all they bring to MindTHNR.

Our Values

- **People first** our staff and volunteers amplify the voices of those who need us most, to continue to meet changing mental health needs.
- **Integrity** we are open and transparent in all our work, and accountable to our clients, volunteers, staff, funders and partners.
- **Together** we believe the best outcomes come from working together. By sharing ideas, embracing new approaches, and valuing the voices of those with lived experience.
- **Inclusivity** we challenge barriers put up by the system and create spaces for people to be authentically themselves.
- **Compassionate** We believe everyone should be treated with compassion, so kindness and empathy sit at the heart of our trauma-informed approach.
- **Co-production** is at the heart of what we do, we ensure that people with lived experience of mental health shape our work.

Why work here...

Working somewhere you know you are making a positive impact to people's mental wellbeing is incredibly rewarding, but as a Mindful Employer we also want to make sure our benefits reflect our work and that we prioritise and support employees' wellbeing too. Some of the ways we do this is through;

Connection

We have regular social lunches, festivals and celebrations throughout the year, with both our staff and community members.

Taking time away from work

We have a generous 28 days holiday entitlement, plus bank holidays (pro-rated for part time employees)

Beautiful working space (Open House)

When you are in, we have a beautiful open space in East London with an on-site café, where you can meet local community members and see our work in practice

Employee Assistance Programme (EAP) and OH support

You can access 24-hour support via our EAP and if you do need additional support in your role, or returning to work after a period of leave, we can get specialist recommendations from our external Occupational Health provider

Support through National Mind

While we are an independent charity (MindTHNR), we have lots of opportunities and resources available through National Mind



Eid Celebrations



*Open House 30th
Celebrations*

The role

The People and Governance Coordinator is responsible for offering high level People team support, ensuring effective and efficient ways of working across the organisation and contributing to a positive employee and candidate experience.

The purpose of this role is to have oversight of all People team administrative processes and offer support to employees and managers. This role will also provide high-level administrative support to the Board of Trustees. You will support the smooth and efficient operation of our Board and its sub-committees, to ensure excellent governance is maintained.

This role requires you to be office based, approximately three days per week, but some flexibility is required to support with our Board and sub-committee meetings that take place in the evenings (approx. every 3 months).



The role

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| Job title | People and Governance Coordinator |
| Reports to: | People and Culture Director |
| Salary | £32,539 per annum (increasing after probation) |
| Contract | Permanent |
| Hours | Full time - 37.5 per week |
| Direct reports: | N/A |
| Location | Our main office base is in Tower Hamlets; (Open House, 13 Whitethorn Street, London, E3 4DA) |
| Hybrid working: | 60% at Open House/on-site |
| Holiday | 28 days + bank holidays (prorated for part time) |
| Pension | 8.5% combined pension contribution |
| Deadline to apply: | 25th July 2025 |



Job Description - Responsibilities 1

Employee life cycle

- Manage onboarding process for all new starters (contracts, new hire forms, reference checks, RTW and DBS checks, mandatory training). Start the process within one week of offers being made.
- Ensure that probation review deadlines are diarised with managers and follow up for paperwork
- Track DBS renewal dates and update
- Complete all change letters
- Write to confirm resignations
- Support in confidential meetings - taking minutes that are shared within a week.
- Send relevant paperwork and book exit interview with People and Culture Director

Recruitment and onboarding

- Provide relevant templates to hiring managers (job pack, interview questions etc)
- Post jobs the website, MindTHNR LinkedIn and adhoc job boards
- Support hiring managers with arranging interviews and send calendar invites (and Team's invites if necessary)
- Take the lead on ensuring interviews are accessible (checking with candidates for adjustments)
- Project Work; Develop robust centralised induction programme

Organisational Culture, Communication and Engagement

- Lead adhoc projects to develop and improve People team ways of working (recognition, induction, etc.)
- Populate new employees' calendars with all staff events where we provide key updates (all staff meeting, away days, celebration events)
- Add new employees to distribution lists, Teams channel and SharePoint
- Provide administrative support to ensure that regular communication from CEO goes out twice a month
- Seek employee feedback on how we share information and our engagement initiatives
- Support with the development of our internal and external communication initiatives (including managing our website and social media)

Job Description - Responsibilities 2

System and file management

- Maintain all People team online files (ensuring we are compliant and filing leavers)
- Maintain BrightHR - updating with all changes to T&Cs within a week
- Maintain applicant Tracking system (ATS) once implemented for recruitment of roles accurate
- Prepare monthly employee payroll spreadsheet for People and Culture Director to review before sending to outsourced provider
- Produce and analyse regular People team data and making supporting recommendations where relevant.
- Ensure SharePoint is updated with most up to date policies and forms

Governance:

- Coordinate and organise administrative support for all Board meetings and Board papers, including diary management, agenda drafting, minute taking, refreshments and any other practical arrangements required.
- Acting as a key point of contact for the Trustees, enabling their active involvement with the organisation.
- Supporting with trustee recruitment and induction, ensuring all new trustees are able to access the information and tools (particularly SharePoint) needed to work effectively
- Work with People and Culture Director to track onboarding and conflict of interest information.
- Actively coordinate tasks and monitor progress for critical projects and initiatives, ensuring effective communication among team members and stakeholders.
- Format reports and other documents as requested on behalf of leadership team

Job Description - Person Specification 1

Essential; mission alignment

- An understanding of the mental health field and an awareness of the needs of those facing mental health challenges, particularly within Tower Hamlets, Newham and Redbridge
- A commitment to our anti-racist, anti-discriminatory and inclusive culture

Essential; skills and experience

- **People / HR experience;** A strong understanding and experience of working within a HR role
- **Governance;** organising and managing board meetings and/or sub-committee meetings, including preparing agendas, formal minute taking, and following up on action items.
- **Stakeholder Management:** Experience in liaising with various stakeholders, including board members, clients, and partners and ability to adapt style to the relevant stakeholders
- **Project Management or Coordination:** Coordinating and managing projects, ensuring deadlines are met, objectives are achieved and using project management tools
- **Organisational/time management:** Ability to manage multiple tasks, prioritise effectively, and maintain a high level of attention to detail.
- **Adaptability:** Flexibility to handle changing priorities and work in a fast-paced environment.
- **Communication Skills:** Strong verbal and written communication skills to interact with board members, the leadership team and other internal and external stakeholders.
- **Interpersonal Skills:** Ability to build and maintain strong relationships with internal and external stakeholders.

Job Description - Person Specification 2

Essential; skills and experience ctd.

- **Confidentiality and Discretion:** Ability to handle sensitive information with the utmost confidentiality and discretion.
- **Problem-Solving Skills:** Ability to anticipate issues, think critically, and provide solutions proactively.
- **Technical Proficiency:** Proficiency in Microsoft Office365 including (Outlook, Word, PowerPoint, Excel, Teams and SharePoint)
- **Creativity:** Ability to think creatively and critically about content whilst ensuring alignment with voice, branding and messaging

Desirable; skills and experience

These are not a requirement for the role but would be an added bonus for us if you had;

- **Charity Governance:** Understanding of good governance principles and the statutory requirements of a Charity
- **Event Coordination:** Experience in planning and coordinating events, both internal and external, ensuring smooth execution.
- **Online Communications;** Experience using different platforms/methods (e.g. Teams, Social Media, Website, Email etc.) to share information (both internally and externally)
- **Qualification:** Level 3 or 5 CIPD qualification

Application

Requirements for the role

- Right to work in the UK (unfortunately we cannot offer sponsorship)
- This post is subject to a police check of previous criminal convictions with the Disclosure and Barring Service (DBS)

To apply email your CV and responses to the following questions to recruitment@mindthnr.org.uk

1. What is your motivation to work for MindTHNR and what attracts you to this role specifically?
2. What relevant skills, knowledge and capability will you bring to MindTHNR?

It's important that you answer these questions fully, showcasing examples of your skills and experience (both professional and personal) relevant to the job description and person spec. We want to hear about your individual skills and experience, please avoid using AI software or tools. We appreciate they can help with formatting/giving structure, but if your answers to these questions are very similar to those put through AI software your application may be disregarded.

Deadline to apply: 25th July 2025 at 09.00am

Interviews:

- First round: 5th August 2025 (Online - Teams)
- Second round: 12th August 2025 (In person)

Please let us know how we can make the recruitment process more accessible for you or if you would like us to send you the job pack in a different format by emailing the People team at laura.carreira@mindthnr.org.uk

