



**sound
minds**

**Administrative Assistant
Peer Support Project Team
Recruitment Pack
May 2026**

About Sound Minds

The arts for mental health – peer support delivered creatively

Sound Minds is a user-led charity transforming lives through music, film and art. We are a thriving community bound together by creativity and a shared belief in mutual learning and peer support.

Funded by Arts Council England, our Battersea studios house a creative community with music rehearsal, tuition, recording, filmmaking, drama, a visual art studio, and a choir.

Our Canerows Programme delivers a ward visiting service at Springfield Hospital and community-based Peer Support.

About the Peer Support Transformation Project

The Peer Support Transformation Project is funded by and delivered in partnership with South West London and St Georges Mental Health NHS Trust, Mushkil Aasaan, and Wandsworth Carers Centre. It is an integral part of Sound Minds' Canerows programme; a user led service working to improve the lives of people who are overcoming mental health challenges.

Peer Support involves individuals with lived experience of mental health challenges or long-term conditions (Peer Support Workers) using their personal journey to support, inspire, and empower others.

Through this project, we offer people who have been referred to us from the Trust up to 10 Peer Support sessions with one of our experienced Peer Support Workers, who provide empathetic, non-clinical support, focusing on recovery, hope, and social inclusion.

Job Title:	Administrative Assistant – Peer Support Project Team
Salary:	£26,936 per annum, pro rata
Start date:	As soon as possible
Contract:	Fixed term contract until 31 March 2027 (potential to extend subject to funding)
Working hours:	Part-time, 2 days (14 hrs) per week
Annual Leave:	25 days + bank holidays, pro-rata. Sound Minds closes over the Christmas period (dates agreed annually at discretion of management), with this time provided as paid leave in addition to annual leave entitlement.
Pension:	3% employer contribution (Nest)
Reporting to:	Senior Peer Support Worker (line manager)
Relating to:	Canerows Project Manager x 1, Peer Support Workers x 2, Head of Operations x 1
Location:	Due to the nature of this role, you will be required to work in-person from our Battersea premises: Sound Minds, 20-22 York Road, London, SW11 3QA.

Purpose of the role

This is a new role at Sound Minds, developed to provide proactive and responsive administrative support across the Peer Support project, enabling the team to operate efficiently and effectively.

The role will involve receiving new referrals, handling enquiries from referrers on the status of their referred clients, waiting list data entry and maintenance, attending and note-taking at fortnightly referral meetings. The role also acts as the first point of contact for clients added to the wait list.

The postholder will have a passion for maintaining organised systems and supporting the administration of the project, whilst also having a friendly approach, communicating with clients with care and empathy.

Responsibilities:

Administration and data processing

- Maintain accurate and high-quality record keeping and electronic filing for the Peer Support project.
- Undertake weekly database entry of new referrals onto the Peer Support waiting list and ensure timely response to referrers by email.
- Act as a first point of contact for Peer Support enquiries, filtering incoming requests and drafting initial responses to client-related enquiries as appropriate.
- To support the Head of Operations to review and improve data management for the project.
- Undertake light-touch research and information-gathering tasks as required to support quarterly project reports.
- Undertake any other ad-hoc administration related to the project from time-to-time. For example, scanning documents or printing resources for the team.

Client communication

- To make the first contact with each new client referred, usually by phone, introducing them to Sound Minds and Peer Support.
- To make 'keeping-in-touch' phone calls to clients on the wait list, updating them on their waiting time and signposting to other Sound Minds activities.
- To promptly communicate any concerns about clients on the wait list to the Senior Peer Support Worker and/or Designated Safeguarding Lead.

Allocation meetings

- Support the coordination of fortnightly allocation meetings, including scheduling.
- To attend and note-take at the Peer Support Team fortnightly allocation meetings, ensuring accurate records are held.
- To circulate notes and actions from the meeting to the Peer Support Team.

General

- To promote respect, tolerance and understanding for the beliefs, cultures, backgrounds of our members.
- To adhere to Sound Minds' policies related to Equality, Diversity and Inclusion, Health and Safety, and Safeguarding.
- To adhere to data collection guidelines, complying with Sound Minds' Data Protection policy.
- To be sensitive to issues of confidentiality at all times.

Person Specification

Essential

- Lived experience of mental health difficulties.
- High standard of accuracy and close attention to detail.
- Excellent organisation and IT skills (Microsoft Office Suite – Excel, Word, Outlook).
- A proactive approach to workload planning and delivery.
- Ability to rationalise and manage a full and varied workload and meet deadlines.
- A friendly and compassionate communication style, and the ability to communicate confidently and clearly over the phone as well as by email.
- A desire to provide excellent customer service and care.
- Clear understanding of and commitment to Equality, Diversity & Inclusion and how they relate to mental health.
- Collaborative approach to working with others, as part of a small, busy and passionate team.

Desirable

- Experience of data collection and analysis and working with CRM systems.
- Knowledge of current issues relating to mental health and/or arts & cultural sectors.
- Experience of working in a charitable organisation.
- Experience of working with people who have lived experience of mental health issues.

Sound Minds strives to maintain a diverse community of staff and volunteers who are reflective of the people we serve. While we welcome applications from all backgrounds, we particularly encourage applications from people from global majority backgrounds.

How to apply:

Deadline for applications: 10:00am, Monday 29th June 2026

Application form:

- Download the Application Form for the role from our website.
- Complete the form and rename the file 'Your name_Admin Assistant Peer Support'
- Return your completed form to staff@soundminds.co.uk with 'Peer Support Worker' in the subject line.

Equal Opportunities Monitoring Form:

- Please also complete the Equal Opportunities Monitoring Form from the link on our website.

We want everyone who believes they meet the person specification to feel comfortable and confident applying for this role. It is our responsibility to make the application process accessible - if you require this pack in a different format or if you would like to apply in a different way, please email Sound Minds' Administrator, Lindsey, at lindsey.cross@soundminds.co.uk

Applications received after the deadline cannot be considered.

Interviews: Wednesday 8th July 2026

Will be held in-person at Sound Minds, 20-22 York Road, London, SW11 3QA. There is a space on the application form to inform us of any access requirements you have for the interview.