



Your journey. Your way.



Our story

We are **Penumbra Mental Health**, a pioneering charity providing dedicated services for people with mild to serious and enduring mental ill health.

We support people on their journey to better mental health, by working with each person to find their own way forward. The power of people's lived experience enables us to deliver pioneering services which transform lives.

From being there for people in crisis to suicide prevention, supported living to self-harm management and peer support. We are with those we support every step of their journey to a better place. People's experiences are at the centre of everything that we do. **We champion peer workers**; they know that recovery is possible, because they've been there too.

Of course, **everyone's journey is different**, so we work with people to identify, believe in, and reach their goals, whatever they may be. Often, it's about hope, but we know that's not always easy for people to hold on to. And so, when times are tough, we hold it for them, keeping it safe - just until the time is right.

You see, Penumbra has always been about people; listening and learning, challenging, encouraging and enabling. It's why we're trusted to provide services across Scotland, supporting thousands of people every month, because when people need us, we're there.

Our vision is that people live with positive mental wellbeing and can easily access the best support when they need it.

Our mission is to provide exceptional mental health and wellbeing support and activities, guided by people's own lived experience, their recovery journeys and their hopes and aspirations.

We live and breathe our values

- 🌀 Compassion: we will listen and respond with hope, kindness and respect
- 🌀 Courage: we will do the right thing, standing up for people, their rights, wellbeing and recovery
- 🌀 Curiosity: we will explore, reflect, learn and adapt to create solutions that are best for people's wellbeing
- 🌀 Collaboration: we will work with those who share our vision and values

penumbra.org.uk

✉ **enquiries@penumbra.org.uk** ☎ **0131 475 2380**



Head Office | Norton Park | 57 Albion Road | Edinburgh | EH7 5QY

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A pioneering charity supporting people on their journey to better mental health



With every
conversation, you
have the potential to
spark real change
for people

Jamie



12,649

The number of people we supported
in 2022/23

579

Colleagues working
across Scotland



26%

Of our colleagues are employed in
peer support roles

92%

Of our colleagues feel proud to work
for Penumbra

77

Services across



23

Health and Social Care Partnership
areas



95%

Of people said that Penumbra had a
positive impact on their lives

93%

Of people we asked agreed
Penumbra treats people with
respect and compassion

92%

Of our partners say our teams
recognise equality and diversity

Welcome

Want to spark real change?

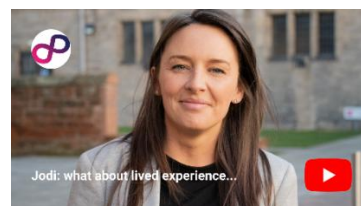
First of all, thank you for being interested in joining the Penumbra Mental Health team. We pride ourselves on being a great place to work where colleagues have space to grow and thrive. And we're always looking for kind people like you who share our values and who want to spark real change.

You might already be working in a supporting role and looking to expand your skills into mental health recovery, or you might be looking for a new challenge altogether. Maybe you're looking for a career where you can use your lived and living experience to support others on their journey (did you know 26% of our colleagues are employed in peer roles?).

Whatever your career or life experience, you're in the right place if you want to make a difference and build your working life around meaningful connections with people who will inspire you every single day. Our promise to you? We can offer you a salary above the living wage, a tonne of employee benefits, and space to grow your skills and qualifications in a supportive and creative team. Don't just take our word for it, click on the images below to hear from our colleagues, Jamie, Martin, Nick and Jodi.

We know that applying for a new role can be daunting. That's why we encourage applications from everyone even if you're not sure if you meet all the person specifications. What's important to us are your values, kindness, willingness to learn, and your passion for quality mental health support.

We hope you find everything you need in this application pack. If you have any questions, you might want to check out our [careers page](#) where you'll find some FAQs and interview tips.



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Advertisement

HR & Recruitment Assistant

Location: Head Office

Salary: £26,459 - £30,828 per annum (£13.57 - £15.81 p/h equivalent)

Full Time – Permanent

If you are looking for a rewarding career and to work within an amazing team that will help you grow and thrive, then you have come to the right place. Working with us, you can start your day knowing what you do really does make a difference!

Our People and Culture Team is looking for a HR and Recruitment Assistant. If you are looking for a new challenge, then this may be for you.

Penumbra is one of Scotland's leading mental health charities, providing a wide range of community based and recovery focussed mental health services. We're proud pioneers in the peer movement, with 20% of our colleagues employed in peer support roles. Our creative and forward-thinking approach to mental health recovery has earned us the reputation as a key influencer in public campaigning, policy and practice, and a highly respected provider of high quality and innovative mental health recovery services.

As an integral part of our People and Culture Team you will work proactively to provide comprehensive HR and Recruitment support across the organisation. A key part of this role is to assist in the development and implementation of HR and Recruitment procedures and initiatives and to ensure these are imbedded across the organisation. In this role you will deliver first line HR advice and guidance to managers and will also use verbal and written communication skills to liaise with external stakeholders including SSSC and Disclosure Scotland.

You truly will have the ability to influence what we do, developing and implementing your ideas to demonstrate what you can achieve, which will make a difference to the people we support.

As a mental health charity, we really value the wellbeing of our staff. That's why we want you to know that you'll be joining a friendly team, who will give you a supportive environment to help you thrive in your role, including all the training you need to feel confident and equipped.

We can offer you lots of employee benefits, and we can promise you'll be inspired by some pretty amazing humans every single day. We will support you on your own career path; developing new skills, accessing formal and informal learning experiences and providing opportunities to put your continual progress into practice.

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Job Description

HR & Recruitment Assistant

Service:	People & Culture
Responsible to:	HR Manager
Salary:	£26,459 - £30,828 per annum (£13.57 - £15.81 p/h equivalent)
Working hours:	37.5 hours per week
Location:	Head Office
Closing:	Sunday 10 th August at 7pm
Interview:	Friday 15 th August
Special condition:	Hybrid working

Job summary:

As an integral part of our people Team you will work proactively to provide comprehensive HR support across the organisation. A key part of this role is to assist in the development and implementation of HR and Recruitment procedures and initiatives and to ensure these are imbedded across the organisation. In this role you will deliver first line HR advice and guidance to managers and will also use verbal and written communication skills to liaise with external stakeholders including SSSC and Disclosure Scotland.

Main duties and responsibilities

- ✧ Coordination of HR processes for staff leavers, contract amendments, fixed term contracts, maternity leave and relief workers
- ✧ Monitoring of the SSSC register and working with the HR Team to ensure compliance throughout the organisation
- ✧ Act as first point of contact for many first line HR and Recruitment queries, ensuring these are handled fairly, consistently and in line with company policy and legislation
- ✧ Advise managers and staff in the application of HR policies and procedures, escalating to the Head of People where appropriate

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- ✧ Work closely with HR colleagues to monitor, review and update HR processes and procedures as required in order to support the team to provide an efficient and effective HR service
- ✧ Ensure all relevant HR administration is complete and up to date
- ✧ Update and maintain the electronic HR & Payroll database
- ✧ Produce accurate and timeous information for the monthly payroll
- ✧ Produce reports and figures as required e.g. staffing levels, absence levels, SSSC registration status
- ✧ Ensure compliance with statutory body requirements
- ✧ Note taking at meetings as required, including disciplinary and grievance hearings
- ✧ Proactively attracting and sourcing candidates directly via a range of methods to include but not limited to websites, social media and internal systems
- ✧ Setting up, coordinating, and executing recruitment campaigns to ensure vacancies are targeting the intended candidates and the organisation can deliver quality candidate
- ✧ Review ways to improve current recruitment processes and methods
- ✧ Provide experience and creativity of ways to attract new candidates
- ✧ Candidate mapping and creating a targeted audience
- ✧ Support managers with any recruitment challenges
- ✧ Managing the candidate experience from initial application, screening, interview set-up to onboarding
- ✧ Produce reports and figures as required e.g. staffing levels, vacancies, conversion rates etc

Person specification

Qualifications	Essential <ul style="list-style-type: none"> The post holder will be educated to secondary level education including Higher English and Maths or equivalent OR have demonstrable equivalent experience Desirable <ul style="list-style-type: none"> Membership of CIPD or working towards this
Knowledge and Experience	Essential <ul style="list-style-type: none"> Recent proven success in an administration role Previous experience of working within a busy and varied role/ office environment Good working knowledge of Microsoft Word, Excel and Outlook Experience of accurately maintaining electronic databases Good understanding of recruitment policies and procedures Desirable <ul style="list-style-type: none"> Knowledge of working in recruitment in the Health and Social Care sector

Core Competency – Working with Others	Essential <ul style="list-style-type: none"> • Reliable and flexible within the team • Builds and maintains robust and co-operative relationships with team members and colleagues throughout the organisation and external stakeholders • Supports an organisational culture in which individuals are treated with dignity and respect
Core Competency – Learn and Apply	Essential <ul style="list-style-type: none"> • Demonstrates commitment to keeping knowledge, understanding and skills up to date
Core Competency – Communication	Essential <ul style="list-style-type: none"> • Produce structured, accurate and concise written records • Is skilled at interpreting and explaining information concisely, clearly and accurately to inform others both verbally and written • Ensures a high level of two-way communication with all stakeholders • Excellent interpersonal skills needed with the ability to communicate well with a diverse range of stakeholders
Core Competency – Managing Self	Essential <ul style="list-style-type: none"> • Is open to change and continually improving practice • Is skilled at remaining positive and finding solutions to overcome adversity • Takes responsibility for and manages own workload and can explain and account for own practice
Core Competency – Professionalism	Essential <ul style="list-style-type: none"> • Maintains sound ethical and professional standards at all times. • Maintains confidentiality at all times • Projects a positive image of Penumbra at all times • Critically evaluates processes and procedures and proactively takes steps to improve these • Is proactive in identifying areas for improvement and implements creative solutions • Develops clear, realistic, timely plans to produce desired results

Conditions and Remuneration

Salary Package

£26,459 - £30,828 per annum (£13.57 - £15.81 p/h equivalent)

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Holiday

33 days per annum including public holidays, plus an extra day for each years' service, rising up to 38 days after 5 years' service.

Pension

5% employer pension contribution (salary sacrifice). Also offer auto-enrolment pension scheme.

Benefits

- ✧ Flexible working.
- ✧ Cycle to work scheme.
- ✧ Confidential Employee Assistance Programme.
- ✧ Employee Discount Scheme with Vivup – 100's of lifestyle savings.
- ✧ Payroll Pay with Vivup – pay monthly available across a variety of options including home & electronics, discounted gym memberships and more.
- ✧ Death in Service benefits – 2x annual salary.
- ✧ Full training and professional development.
- ✧ Refer a friend scheme – earn up to £400.
- ✧ Salary sacrifice pension.
- ✧ Additional day of annual leave for each year of service, up to 5 days of annual leave after 5 years of service.

And so much more!

Get in touch

If you'd like an informal chat about this role and working for Penumbra Mental Health, please contact: Walter Kane at walter.kane@penumbra.org.uk

For more on our who we are visit: penumbra.org.uk

For more opportunities across our teams visit: penumbra.org.uk/careers

Application & Interview Guidance

We know applying for jobs and preparing for interviews can be daunting – but we really want you to enjoy the process. It's a chance for you to showcase all of your skills and learn more about what we do at Penumbra. Everyone is really friendly, and we want your application to be a success!

That's why we have put together these tips, so you know what to include in your application and what to expect at interview.

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Penumbra is committed to supporting candidates with disabilities, neurodiverse candidates, and candidates with mental health conditions throughout the recruitment process. We will make any reasonable adjustments required to ensure a fair and inclusive process for all. If you think you require reasonable adjustments, please don't hesitate to contact us at recruitment@penumbra.org.uk.

Application

The application stage allows you tell us about all the great skills and experience you've got to offer, and how they'll help you in the role you have applied for.

In your personal statement, we are looking for the skills outlined in the competencies in the person specification section of this pack. Tell us about a time when you've developed or demonstrated these skills – this could be from your work life or personal life. Using the STAR method outlined below will help to structure your points.

This is also a great opportunity to tell us about your passion for mental health, and remember if you're applying for a peer role, tell us about your lived experience and how you think you could utilise it in the role!

Interview

The interview stage is a chance for us to meet you, and for you to learn more about Penumbra or ask any questions you might have. What will be included in the interview might vary between roles and services (for example, some may include written questions) but this will be explained to you ahead of time.

All of our interviews include competency-based questions. Competency Based questions aim to find out how you have used specific skills in your previous experience and how you approach problems, tasks and challenges.

The competency based questions will be on each of the competencies outlined in the person specification of this pack. We would recommend preparing a few examples of times you have demonstrated each of these competencies in advance. When answering the questions, you should try to stick to the STAR method, outlined below.

STAR Method

The STAR method can be used to structure your answer to the competency-based questions you'll be asked – it helps you to make sure you get all of the important points across. It breaks an answer down into 4 parts:

- Situation** – What was the situation you had to deal with?
- Task** – What task were you presented with as a result of the situation?

- Action** – What action did you take?
Result – What was the result of this action, what did you learn from the result?

Here's an example of the STAR method in use:

Question

Tell me about a time you had to deal with a conflict. How did you handle it?

Answer

- Situation** I was part of a team where one colleague was regularly late for our scheduled meetings, which was causing a lot of frustration amongst the rest of the team.
- Task** I knew it was important someone raised the issue with him in order to keep the team working well, so I took responsibility for handling it.
- Action** At the end of one of our regular meetings, I asked if he had a minute to catch up. I mentioned to him that he seemed stressed, and that he had been late to quite a few of our meetings and explained the impact it was having on the team. I expressed that we all really valued his input at the meetings, and asked if there was anything causing the lateness or if there was anything the team could do to support him. He shared that he was overwhelmed with his workload, and it was impacting his ability to manage his time.
- Result** By handling this conflict sensitively and in a supportive manner, we were able to identify what was causing the issue, and distribute some of our colleague's extra workload amongst the team. This took the pressure off him and enabled him to manage his time more effectively. This in turn meant the team was able to work together more efficiently and we didn't miss out on anyone's input.