



*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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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?

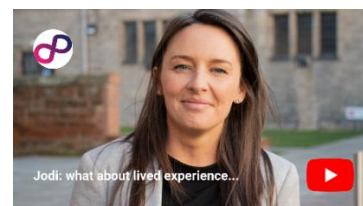
First of all, thank you for being interested in joining the Penumbra Mental Health team. We pride ourselves on being a great place to work where colleagues have space to grow and thrive. And we're always looking for kind people like you who share our values and who want to spark real change.

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

Business Support Assistant

Location: Programmes

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

Full Time – Fixed Term until July 2026

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

We have an exciting opportunity to provide business and administrative support to our Programmes team within Penumbra. We have secured funding from the Scottish Government to further develop our work so that we can deliver programmes of support, resource and education for people who self-harm. In addition, we have secured funding for survivors accessing financial redress through the Scottish Government.

This is an exciting opportunity to play a role in work of significance and impact. The post holder will work collaboratively with Network Managers from the Programmes Team to support activities including general administration, business support, events organisation.

The successful postholder will demonstrate efficient time management skills, the ability to prioritise, effective communication and attention to detail. With a positive and solution focused approach, the successful candidate will actively pursue continuous improvement and thrive on managing a diverse and fluid workstream.

We can offer you a tonne 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

### Business Support Assistant

<b>Service:</b>	Programmes
<b>Responsible to:</b>	Head of Programmes
<b>Salary:</b>	£26,459 - £30,828 per annum (£13.57 - £15.81 p/h equivalent)
<b>Working hours:</b>	37.5 hours per week
<b>Location:</b>	Flexible/Hybrid
<b>Closing:</b>	Friday 5 <sup>th</sup> September at 7pm
<b>Interview:</b>	Tuesday 23 <sup>rd</sup> September
<b>Special condition:</b>	Hybrid working.

### Job summary:

The BSA role is integral to the effective delivery of administrative and operational processes across the area. This is a dynamic post that responds creatively and flexibly to priority areas of business focus and contributes to achieving the objectives of the organisation.

In this role, you will be working with colleagues at all levels across the organisation, drawing on your strong interpersonal skills. You will work closely with the Head of Services / Head of Programmes and other managers to support service delivery and development across a number of projects. You will also be expected to represent Penumbra to external stakeholders with professionalism and competency.

As BSA, you will create, manage and use data and information to drive decision making.

### Competencies

#### Skill

#### Education

- A formal education at SCQF level 5 (secondary level education) or equivalent.

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**Experience**

- Experience of using and improving defined business processes and giving guidance on them to colleagues.
- Experience of data management including the analysis, organising and presenting different types of data ensuring accuracy and confidentiality.
- Proven experience of working effectively with limited supervision.

**Knowledge**

- A good working knowledge of Microsoft packages to include O365, Outlook; MS Forms; Word, Excel, and PowerPoint.
- An understanding on commissioning services from a range of funders.
- An understanding of how to evaluate data.

**Responsibility****Financial responsibility**

- To have understanding of service budget processes.
- Purchasing of goods in line with agreed budgets through raising purchase orders for cost centres across portfolio or as approved corporate credit card holder.
- Administrate any recovery fund across portfolio or region.
- Managing petty cash returns where appropriate
- Ensuring accurate invoicing configuration, responding to contract changes and rectifying issues identified.

**Supervisory responsibility**

- Be available to provide support to administrative staff within your service(s) or programme(s) which will include coaching and mentoring.
- Support the coordination of the on-call support to frontline staff across Penumbra on a rota basis.

**Decision-making**

- Advise, inform and influence the business support processes across your area.
- Undertake project work within an agreed timescale.
- Act as an area lead in the implementation of new organisational systems into local processes and procedures.
- Work to support the improvement of cost and time inefficiencies across the area, identifying and implementing alternative solutions with Head of Services / Head of Programmes.
- Work in accordance with Penumbra's policies, procedures and frameworks.

**Compliance**

- Work with the Heads of Services and Head of Programmes to use effective methods to review and improve business support, with a lead role in meeting contractual and operational reporting obligations.
- Support managers across your area, where appropriate, to ensure all services and programmes are fully engaged with Penumbra's Quality Assurance Framework and meeting reporting requirements and deadlines.
- Support Head of Services / Head of Programmes to ensure timely and accurate contract monitoring processes are in place across portfolio.



## Effort

### Mental effort

- Working at times under pressure following straight forward procedures
- Apply problem solving skills when necessary and within the scope of the role.

### Physical effort

- Daily requirement for sitting/inputting at keyboard for a significant part of the working day, with appropriate breaks from VDU when required.
- Move between different locations and environments within their area of responsibility to attend meetings.

### Focus and concentration

- The ability to make sound judgements, deal with interruptions and meet tight deadlines.
- Balancing multiple administrative tasks whilst maintaining accuracy of written reports.
- Supporting and participating in internal and external meetings.

### Emotional effort

- Maintaining resilience when dealing with colleagues and stakeholders whilst maintaining professionalism and compassion.
- Support managers and colleagues during organisational change or significant crisis.

### Flexibility and adaptability

- Provide business support to staff to meet the changing needs of their services, teams, stakeholders and supported people.
- Maintain good and proactive relationships with key stakeholders.
- As required, support and coordinate local planning and coordination of events linked to Penumbra.

## Working Conditions

### Environmental conditions

- Environments may vary in terms of noise and lighting.

### Hazards

- May involve hazards navigating public spaces when working outside of the office.
- May involve unexpected situations when working in co-located spaces such as spills and fire alarms.

### Work schedule

- The work will involve a regular schedule though may require a degree of flexibility that extends work outside standard business hours.

### Stress

- Participate in team meetings.
- Maintain resilience whilst under pressure.

### Travel requirements

- Regular travel within the area of responsibility attending internal and external meetings.



## Behaviours

<b>Taking Responsibility</b>	Take ownership of your work and use your initiative to deliver your objectives and role expectations. Be accountable for your own performance and development by taking responsibility for your actions and decisions.
<b>Building Trust and Respect</b>	Recognise the importance of self awareness and the impact you have on others. Value difference, diversity and inclusion, ensuring fairness and opportunity for all. Be open and listen carefully to the views and opinions of others. Build relationships based on trust, respect, compassion and kindness.
<b>Working Together</b>	Form effective partnerships and relationships with people internally and externally from a range of diverse backgrounds. Work with others to reach a common goal; sharing information, supporting colleagues and seeking expertise, ideas and solutions from others where needed. Actively listen and take on board the views and opinions of others.
<b>Excellence</b>	Seek out opportunities to harness diverse views, talents and ways of thinking among staff and stakeholder groups to create effective change and suggest innovative ideas for improvement. Review ways of working, including seeking and providing feedback to improve services. Demonstrate a can-do and professional attitude.
<b>Keeping it Simple</b>	Communicate clearly and concisely, to ensure the message is understood by all. Actively work to prevent overcomplication or confusion, demonstrating a clear, simple, non-bureaucratic approach to work.

## Conditions and Remuneration

### Salary Package

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

### 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.

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## 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.
- ✧ 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: Shaun Macaulay-Davidson at [shaun.macaulay@penumbra.org.uk](mailto:shaun.macaulay@penumbra.org.uk).

For more on our who we are visit: [penumbra.org.uk](https://penumbra.org.uk)

For more opportunities across our teams visit: [penumbra.org.uk/careers](https://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.

Penumbra is committed to supporting candidates with disabilities, neurodiverse candidates, and candidates with mental health conditions throughout the

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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](mailto: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.