



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: Edinburgh Head Office (Hybrid)

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 epic team that will help you grow and thrive, then you have come to the right place. Working within our Business Development department, you can start your day knowing what you do really does make a difference!

The Business Support Assistant for PTL provides day-to-day operational, administrative and customer support for Penumbra's Trading portfolio, including proprietary I.ROC and Y.ROC tools for client partners across UK and Europe. The role ensures the operational delivery of PTL's activities by supporting client onboarding and communications, sales administration and records upkeep, training co-ordination and delivery, financial processing for client invoicing, purchasing and reporting, marketing materials management, I.ROC/Y.ROC digital platform administration with third party partner, data collection and reporting administration.

About Penumbra Mental Health: Penumbra Mental Health is one of **Scotland's leading mental health charities**, supporting thousands of people each year through person-centred services and programmes delivered across Scotland. Our work is grounded in hope, lived experience, compassion and recovery.

Penumbra's innovations: I.ROC is part of the HOPE Framework for wellbeing and is a validated measure of personal recovery. Available in two versions **I.ROC® (Individual Recovery Outcomes Counter)** and **Y.ROC® (Young persons Recovery Outcomes counter)**. Developed by Penumbra, it is the basis of a personal outcomes approach that promotes wellbeing and recovery. Recovery is the realisation of a meaningful and fulfilling life in the presence or absence of any mental health problems.

I.ROC is now used routinely in Penumbra and across its programmes and services for supported people across Scotland. Through Penumbra's trading arm, Penumbra Trading Limited (PTL), we extend Penumbra's impact beyond Scotland by sharing knowledge, selling access to I.ROC and Y.ROC innovations to client partners across the UK, Europe and Worldwide. All income generated through PTL is reinvested to support Penumbra's charitable mission and expand positive impact.

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

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environment to help you thrive in your role, including all the training you need to feel confident and equipped.

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

Service:	Business Development (PTL – Penumbra’s Trading Arm)
Responsible to:	Business Development & Funding Manager
Salary:	£26,459 - £30,828 per annum (£13.57 - £15.81 p/h equivalent)
Working hours:	37.5 hours per week
Location:	Scotland (Hybrid working and virtual UK/international engagement)
Closing:	Sunday 18 th January at 7pm
Interview:	TBC
Special condition:	Travel across Scotland may be required

Job summary:

The Business Support Assistant for PTL provides day-to-day operational, administrative and customer support for Penumbra’s Trading portfolio, including proprietary I.ROC and Y.ROC tools for client partners across UK and Europe. The role ensures the operational delivery of PTL’s activities by supporting client onboarding and communications, sales administration and records upkeep, training co-ordination and delivery, financial processing for client invoicing, purchasing and reporting, marketing materials management, I.ROC/Y.ROC digital platform administration with third party partner, data collection and reporting administration.

Main duties and responsibilities

- ✧ Act as a first and key point of contact for PTL sales and client partner enquiries to initiate, build and maintain lasting relationships.
- ✧ Manage and respond to enquiries, converting into sales to reach targets and develop client relationships.
- ✧ Maintain accurate client records and develop automated CRM systems.
- ✧ Promote the use of I.ROC, Y.ROC (and associated resources) across the UK and overseas.
- ✧ Generate new sales strategies, revenue and develop client partner pipeline.

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- ✧ Deliver sales activity through I.ROC and Y.ROC digital system demonstrations, administrative preparation of proposals, quotes and contracts. (I.ROC and Y.ROC training will be provided from practitioners and trainer).
- ✧ Manage existing client relationships to ensure successful ongoing partnership, maintain accurate records and positive relationship development of each account.
- ✧ Coordinate end-to-end engagement from initial enquiry to onboarding for new clients, including licensing, contracts and governance documentation.
- ✧ Directly and remotely engage with potential new clients to promote the services and products offered by PTL.
- ✧ Manage opportunities including licensing and translation arrangements for any new agreements.
- ✧ Identify key customer trends and needs through role-based client engagements.
- ✧ Work closely with key internal stakeholders to engage them in opportunities as appropriate ensuring up to date knowledge of latest offerings.
- ✧ Provide sales information and KPI reports on a regular basis to demonstrate business development activity.
- ✧ Ensure GDPR and information governance compliance for PTL trading activity, full training will be provided if required.
- ✧ Ensure robust processes to manage and maintain the IP and client records.
- ✧ Liaise with Finance to support purchase orders, invoicing and payment tracking.
- ✧ Ensure that all financial and other records are maintained accurately, and that all reporting requirements are met in a timely manner.
- ✧ Act as a coordination point between Business Development, PTL, Finance, Innovation and Communications internal teams
- ✧ Represent Penumbra's values in all client interactions and tone of voice consistently.
- ✧ Act as a professional, warm and reliable ambassador for PTL and Penumbra Mental Health.

Person specification

Qualifications	Essential
	<ul style="list-style-type: none"> • Educated to SCQF Level 6 or above (e.g. SVQ Level 3, HNC) or equivalent experience • Good level of secondary education
	Desirable
	<ul style="list-style-type: none"> • Qualification or training in: <ul style="list-style-type: none"> ○ Business administration ○ Customer service ○ Marketing, communications or business support • Digital systems or CRM platforms

Knowledge	<p>Essential</p> <ul style="list-style-type: none"> • Experience providing business support in a busy environment • Understanding of professional customer service and client support • Excellent IT skills – including Microsoft Suite • Confidence using digital tools and systems in a work environment • Knowledge of administrative and operational processes • Experience of organising and presenting numerical data as well as data management ensuring accuracy and confidentiality • Proven experience of working effectively independently • Experience of using your initiative to develop efficiencies <p>Desirable</p> <ul style="list-style-type: none"> • Knowledge of: <ul style="list-style-type: none"> ◦ Social enterprise or trading models within charities ◦ Outcome measurement, evaluation or insight tools ◦ Mental health, wellbeing or social care sectors and/or work experience in such sectors • UK and/or international partnership working
Experience	<p>Essential</p> <ul style="list-style-type: none"> • Experience in an operational, administrative, customer support or client services role • Experience supporting external partners or clients • Experience managing multiple tasks, deadlines and priorities • Experience maintaining accurate records and systems <p>Desirable</p> <ul style="list-style-type: none"> • Experience supporting: <ul style="list-style-type: none"> ◦ Commercial or trading activity ◦ Digital products or platforms ◦ Training coordination or onboarding processes ◦ Training other people internal and external to an organisation • Experience working with UK-wide or international partners
Core Competency – Working with Others	<p>Essential</p>

	<ul style="list-style-type: none"> • Builds good working relationships with colleagues throughout the Penumbra organisation and with existing and potential partners. • Reliable and professional.
Core Competency – Learn and Apply	Essential <ul style="list-style-type: none"> • Makes best use of own strengths and finds ways to overcome personal challenges. • Ability to adapt and work creatively in a changing environment. • Adopts solution focused approach
Core Competency – Communication	Essential <ul style="list-style-type: none"> • Ability to get on well with people exercising tact and diplomacy. • Excellent communication, presentation and negotiating skills • Strategic focus – with ability to plan business development activity effectively
Core Competency – Managing Self	Essential <ul style="list-style-type: none"> • Use initiative and is proactive with minimal supervision. • Ability to operate flexibly • Ability to work under pressure.

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.

Pension

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

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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: Mia Dowman at mia.dowman@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.

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.

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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.