

Client Services Administrator

Location:	The Cellar Trust, Farfield Road, Shipley BD18 4QP
Salary:	£18,635 - £21,035 FTE per annum pro rata (£11,180 - £12,620 actual salary per annum for 22.5 hours per week)
Hours of work:	Part time (22.5 hours per week). Flexible working options considered.
Contract:	Fixed term (18 months)
Holiday:	25 days per year plus 8 bank holidays
Responsible to:	Head of Service
Informal enquiries:	David Grant-Roberts (Head of Service): david.grant-roberts@thecellartrust.org
Closing date:	4pm Wednesday 22 December 2021
Interview date:	Wednesday 12 January 2022

Working for the Cellar Trust isn't about having a job - its about changing and saving lives. We are a mental health charity that supports people across Bradford, Airedale, Wharfedale and Craven, delivering brilliant services to give people a helping hand with their mental health. Whatever your role is you will have the chance to make your mark and see the impact of your work.

The Role

We are looking for an experienced administrator to provide excellent clerical support for a number of our mental health services. This includes a significant customer and client facing element, providing a professional, sensitive and efficient service to colleagues as well as our clients, referrers and partner organisations.

Who you are

You are used to working in a busy administrative role dealing with complex information. You are skilled in multi-tasking and are able to meet deadlines and achieve results. You have exceptional attention to detail, strong organisational skills and ideally you can identify how to improve office systems and processes. You are able to deal with confidential information sensitively and you have experience of working with customers or clients, ideally in a health or social care setting.

What you will do

- Take referrals by email and phone and log on our online client management system.
- Book client appointments and make reminder phone calls, rescheduling where necessary.
- Deal with initial enquiries from clients and professionals, via email and telephone.
- Provide administrative support to all client facing services where needed to include filing, scanning, photocopying, post, typing documents and letters.
- Complete data entry tasks for a variety of purposes.
- Assist with the administration of our Customer Relationship Management system, ensuring accuracy of data, logging contact details and forwarding on relevant information.
- Use data gathering and research skills to help prepare reports
- Schedule and attend meetings, create agendas and take minutes.
- Support training sessions and events – this will include assisting with scheduling, preparing paperwork, help on the day, collating attendee feedback and order accreditation certificates.
- When onsite ensure that clients are greeted and looked after appropriately and sensitively.
- Provide a professional reception service on a regular basis to cover staff absences and breaks. This will include dealing with all visitors, clients and customers (over the phone and face to face), often in busy and demanding circumstances.
- Help to identify ways to improve administrative processes to create efficiencies.
- Undertake a range mandatory and role specific training including safeguarding, data protection, health and safety and mental health awareness training.
- Work in accordance with all Cellar Trust policies and procedures.
- Perform any other duties relevant to the post, taking a flexible, team-based approach to the role.

What you will get

- The chance to work for a dynamic, friendly and supportive charity.
- Opportunities to develop your skills and experience in administration and customer service within a mental health setting, in a rewarding and fulfilling environment.
- Training and development opportunities.
- Access to our free employee assistance programme, including a free 24hr advice helpline and counselling support when needed.
- The option for flexible working if suited to the role – have a chat with us about your circumstances and we will see if we can accommodate your requests.

Person specification

All aspects of the person specification will be assessed through the application process with additional questions at interview stage. Please ensure that you address all of the criteria in your application.

Criteria	Essential	Desirable
Qualifications	Good general education to at least GCSE level 4 or equivalent.	Training in IT packages such as Microsoft Word, Excel and PowerPoint and online databases.
Experience	At least two years' experience of working in an administrative role in a demanding office environment.	Lived experience of mental health difficulties.
	Experience of working in a customer facing setting.	Experience of working in the voluntary sector.
	Experience of data entry, basic data analysis and producing good quality reports using Excel and other software.	Experience of setting up new office systems and processes
Skills	Excellent IT skills including in Outlook, Word and Excel and in using online databases.	Advanced IT skills in Word, Excel and online databases.
	Excellent written skills to include note taking, preparing letters and other documents.	
	Customer service skills and the ability to communicate well with a range of people both inside and outside the organisation	
	Excellent attention to detail and data entry skills.	
Knowledge	A range of knowledge relating to key administrative tasks and functions	Awareness of safeguarding issues.
	Knowledge of office management systems and procedures	
	Understanding of data protection, GDPR and the need to maintain confidentiality in all areas of work	
Personal Qualities	Flexible approach to work including the ability to work as a team and using own initiative.	
	Ability to multi-task, work calmly under pressure, and meet tight deadlines.	
	Passionate about mental health and improving the wellbeing of people in the district.	
	Committed to professional and personal development	
Other	Willingness to undertake a Disclosure and Barring Service (DBS) check	

How to Apply

To apply for this post please submit your CV with a covering letter stating how you meet the criteria listed in the person specification to recruitment@thecellartrust.org before the closing date of 4pm Wednesday 22 December 2021.

If you would like a copy of any of the recruitment documents in another format, such as a paper copy, please email recruitment@thecellartrust.org. Only candidates invited to interview will be informed and due to the volume of applications received we may only be able to give feedback to people who are unsuccessful at interview stage.

The Cellar Trust believes in equity and we celebrate diversity. We are an inclusive workplace, where everyone is welcome and supported to be themselves. We are a Disability Confident employer and offer a guaranteed interview to candidates with a disability who meet all the essential criteria in the person specification. If you would like to request a guaranteed interview because of a disability please specify this in your application.