

# Job Description and Person Specification

## Senior Administrator



<b>POST:</b>	<b>Senior Administrator</b>
<b>LOCATION:</b>	<b>Shipley</b>
<b>GRADE:</b>	<b>C1     £24,000 Annual FTE Salary</b>
<b>HOURS:</b>	<b>25 hours a week (to include 4pm – 8pm Monday and Tuesday, 9am – 5pm Thursday, remaining hours to be agreed)</b>
<b>ACCOUNTABLE TO:</b>	<b>Head of Service</b>

### **Purpose of the Job:**

To provide excellent administrative support for our busy counselling service. This includes a range of day-to-day admin tasks, reception duties and managing client referrals and bookings, to ensure the smooth running of the service. The role also has additional responsibility for data entry and reporting.

### **Main duties**

- Manage client referrals, active client files and closure of cases, always maintaining confidentiality.
- Enter client data into the appropriate database
- Book clients for appointments using an electronic diary system
- Design, generate and analyse data reports and give feedback to team members and the Head of Service.
- Manage clients and visitors at reception politely and efficiently
- Receive telephone calls, record messages or divert calls as appropriate
- Ensure that client data is up to date and entered accurately, provide training where counsellors have system errors.

### **Secondary duties**

- Take client payments
- General office admin
- Develop and maintain office systems

### **Values and Behaviours**

- Create and maintain a culture of Respect always challenging and rooting out discrimination and stigma.
- Demonstrate a consistent belief in people and tenacity in supporting people to improve their future.
- Be passionate about our work and inspire others to feel the same
- Be committed to doing things well and look for opportunities for improvement at all times.
- Model excellent partnership and team working.

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### PERSON SPECIFICATION

Listed below are the knowledge, experience skills and values you'll need to do this job, we will assess these through your application or through tests or interviews after shortlisting.

<b>Knowledge</b>	<b>Method</b>
Qualifications to level 4 (GCSE) or significant equivalent experience	<b>Application</b>
An awareness of the challenges facing people who have difficulties relating to their mental health	<b>Application Assessment</b>
<b>Experience</b>	
Significant experience of producing reports and cleansing data	<b>Application Assessment</b>
Currently working in a similar role for several years	<b>Application Assessment</b>
Some experience of working in a customer or client facing role	<b>Application Assessment</b>
<b>Skills</b>	
Ability to use Microsoft office proficiently and competent database skills (data entry and extraction)	<b>Assessment</b>
Good customer services skills both in person and on the telephone	<b>Assessment</b>
Ability to use data to generate reports and be skilled in report writing / presentation	<b>Assessment</b>
<b>Values</b>	
A firm belief that all people matter and deserve respect	<b>Assessment</b>
An evidenced belief that everyone can change	<b>Assessment</b>
A track record of delivering on your commitments	<b>Assessment</b>
A personal commitment to equality, diversity, and inclusion	<b>Assessment</b>