



Job Description and Person Specification Administrator (HOPE)

POST:	Administrator (HOPE)
LOCATION:	The Cellar Trust
GRADE / SALARY:	B2 £23,000 FTE per annum
HOURS:	22.5 hours per week
ACCOUNTABLE TO:	Team Leader (HOPE)

Purpose of the Job:

Provision of day-to-day admin support for our mental health services. The role also includes a significant customer and client facing element, requiring a professional, sensitive and efficient service to colleagues, clients, referrers and partner organisations.

Main Duties:

- Take client referrals by email and phone and log on the online client management system.
- Book client appointments and send reminders, rescheduling where necessary.
- Deal with initial enquiries from clients and professionals, via email and telephone.
- General admin support for our client facing services.
- Work with senior colleagues to produce regular data reports for the Team Leaders and other senior colleagues.
- Ensure the online client management system is up to date and support staff and managers to make the best use of it.

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 always look for opportunities for improvement.
- 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.

Knowledge	Method
Qualifications to GCSE Grade 4 or above, or significant equivalent experience	Application
Awareness or knowledge and/or lived experience of the challenges facing people who have difficulties relating to their mental health.	Application Assessment
Working knowledge of general admin practices and office procedures	Assessment
Experience	
2 years' experience working in clerical, admin or office-based roles	Application
Experience of data entry, basic data analysis and producing good quality reports using Excel and other software.	Test
Some experience of operating client or customer management systems	Assessment
1 years' experience of a customer or client facing role	Application
Skills	
Ability to communicate effectively and build rapport with staff, clients and partners.	Assessment
Excellent written skills and the ability to produce documents, meeting notes and reports.	Test
Competent in Word, Excel, Outlook	Test
Data entry and extraction skills	Test
Ability to always handle sensitive data with confidentiality	Assessment
Values	
A firm belief that all people matter and deserve respect	Assessment
An evidenced belief that everyone can change	Assessment
A track record of delivering on your commitments	Assessment
A personal commitment to equality, diversity, and inclusion	Assessment