



## Centre Administrator - BEDFORD

### TERMS

- Minimum 12 hours per week over 3 days within core hours 9am-4pm
- £10 per hour
- Based in Centre/s
- Work from home with line manager agreement only
- Willingness to travel to other Centres as needed
- Employer pension contributions on eligible pay
- Membership of employee assistance programme
- 25 days per holiday per year pro rated plus bank holidays

### JOB DESCRIPTION

**THE COUNSELLING FOUNDATION** is a modern charity with a well-established reputation in the field of counselling and psychotherapy. Our mission is to deliver affordable psychological therapy, to train psychotherapists and provide services to organisations and the NHS.

**THE COUNSELLING FOUNDATION** is an organisational member of BACP and its training courses are accredited and validated by BACP. All staff, honoraries, volunteers and therapists in training are thus accountable to the ethical requirements of these organisations and to their complaints procedures.

The Centre Administrator oversees the delivery of clinical administration for both in-person and telephone/video clinical work. The role is accountable to the Clinical Manager and to ensure that all clinical administration activity is delivered to a high standard in line with TCF policies and consistent across sites.

**THE COUNSELLING FOUNDATION** is committed to promoting equality of opportunity throughout the organisation and encourages diversity.

## **JOB DESCRIPTION**

### **1. ACCOUNTABILITY**

The Centre Administrator reports to the Clinical Manager

### **2. RESPONSIBILITIES**

The Centre Administrator will be responsible for all Centre-specific day-to-day counselling activities and provide support to the Centre clinical manager, senior administrators, supervisors, qualified counsellors and trainees.

Main day-to-day duties include:

- To be the first point of contact for client and counsellor enquiries
- Provide day-to-day administrative support for all counselling activities
- Work alongside the clinical manager to handle client applications from first contact/referral to allocation in a timely and efficient manner.
- Work alongside clinical team, counsellors and supervisors to deliver an excellent service to all counselling clients
- Handle phone calls, messages and emails from clients and external partner organisations
- Keep accurate records of referral and treatment outcome information and other relevant information reporting data
- Organisation and filing of clinical data following completion of treatment
- Work alongside the clinical manager and senior administrators to provide regular reporting data in a timely and accurate manner
- Work alongside Finance and senior administrators to ensure invoicing, collection of fees and allocation and reporting of grants and funding are completed in a timely and accurate manner
- Assist clinical manager and senior administrators in induction of new counsellors and supervisors
- Ensure any issues, complaints, feedback (etc) are conveyed to clinical manager
- Occasional minute taking
- Occasional admin cover for other centres
- Attend admin and clinical managers meetings as required
- Other duties as could reasonably be required or expected from the Executive team

## **PERSON SPECIFICATION**

### **A. KNOWLEDGE, SKILLS AND EXPERIENCE**

- 5 GCSE's grade A – C (including English and Maths) or equivalent
- Excellent Microsoft office & Excel skills and general technology skills, or the willingness and ability to learn within a short period of time
- Experience in an administrative role
- Excellent organisation, prioritisation and planning skills
- Experience of working as part of a team
- Experience of providing excellent customer care
- Experience of dealing with and managing sensitive and confidential information in a discreet manner
- Ability to remain motivated whilst prioritising workload, working under pressure and responding efficiently to meet deadlines
- Ability to work resourcefully and independently
- A respect for punctuality and responsiveness to deadlines
- Ability to take the initiative to bring new and innovative ideas
- Ability to work comfortably with change and within change management processes
- Willingness to attend mental-health related training i.e safeguarding, suicide awareness

### **B. COMMUNICATION SKILLS & EXPERIENCE**

- Excellent people skills including an ability to support administrators and colleagues
- Excellent at building and sustaining respectful and productive working relationships across all staff groups
- Ability to demonstrate excellent written and verbal communication skills
- Excellent telephone manner
- Ability to adapt working style to people and groups from diverse backgrounds and cultures

### **C. PERSONAL ATTRIBUTES**

- Possess a calm, consistent manner
- A team worker who is reliable, adaptable and versatile with a positive and confident attitude
- Driving licence and own car an advantage