



JOB DESCRIPTION

Job Title:	Services Admin Assistant (Reception / Administration)
Reporting to:	Service Manager
Hours of work:	35 hours per week negotiable (to include Mondays to 7pm and Fridays 9am to 4pm)
Holidays:	25 days plus Bank Holidays pro rata
Location:	Park Square LS1 2NP.
Salary:	Salary scale £23,779 - £25,738. Starting point £23,779. Plus 5% employers pension contribution

PURPOSE OF THE POST

To contribute to the provision of a client focussed administrative support service for staff and clients.

To provide an effective first point of contact for clients and visitors, and to follow procedures to ensure the smooth running of the service.

Key Responsibilities:

- To provide a high standard of administrative support to clients, colleagues and visitors.
- To provide a high quality, customer focused, courteous and responsive reception desk service to clients, colleagues and visitors.
- To answer telephone calls, direct calls, take messages effectively and deal with enquiries promptly and appropriately.
- To manage and process client referrals within agreed service timescales.
- To arrange client appointments and associated recording in a timely and effective manner, and to monitor waiting lists and report to management.
- To input and retrieve data promptly and accurately, using computerised systems
- To create, update and accurately maintain filing systems as required.
- To receive and distribute incoming post and ensure outward post sent in a timely manner.
- To ensure good housekeeping in the reception and office areas and therapy rooms.
- To utilise Microsoft Office applications to effectively deliver administrative tasks.
- To monitor and order stock and stationery supplies.
- To assist with the arrangements for organisational meetings and events including taking minutes of meetings and undertaking any follow up action.
- To provide guidance and training in the role for volunteers.
- To attend and participate in relevant meetings
- To communicate effectively with staff and clients.
- To work with colleagues to ensure continuous improvement of services offered.
- To comply with all WCTS policies and procedures.
- To assist with all aspects of reception and administration and carry out any additional duties as and when required.



PERSON SPECIFICATION - SERVICES ADMIN ASSISTANT (Reception / Administration)

Essential requirements indicate the minimum requirements for the post. Desirable requirements are additional attributes which would enable the applicant to do the job more effectively, and will be used to distinguish between acceptable candidates meeting minimum requirements.

Experience	Essential	Desirable
Experience of carrying out general administrative duties.	✓	
Experience of effectively using Microsoft Office applications	✓	
Experience of using computerised databases / systems e.g. client appointment, electronic records systems.	✓	
Experience of working as first point of contact with the public.	✓	
Experience of, or an interest in, working for a charitable/third sector organisation.	✓	
Experience of working in a mental health organisation		✓
Experience of website/social media administration.		✓
Experience of basic financial administration e.g. maintaining petty cash logs and processing invoices and expenses, liaising with suppliers.		✓
Skills Candidate is able to:		
Communicate effectively with a wide range of people. Including deal effectively with client enquiries face to face and on the phone.	✓	
Use Microsoft Office applications and computerised client databases. Including accurately record, sort and retrieve information.	✓	
Work flexibly, collaboratively as part of a team, and with management team	✓	
To use initiative in a fast paced environment and prioritise work to meet demanding deadlines.	✓	
Knowledge		
Knowledge of basic principles of customer care.	✓	
Behavioural and Other Job Related Characteristics		
Understanding and commitment to equality, diversity and inclusive practice.	✓	
Commitment to responsibilities within health and safety requirements.		✓
Training and Expertise (skills and experience)		
Numeracy and literacy qualifications		✓
Qualification(s) demonstrating - the ability to use Microsoft Office applications and - an understanding of general office practice.		✓