



### **Job Description & Person Specification**

Title:	<b>Administrator</b>
Reporting to:	<b>Administration Manager</b>
Hours:	<b>4 or 5 days per week, to include at least one evening shift (the Centre is open until 9pm Monday-Thursday). Exact hours &amp; days to be agreed</b>
Salary:	<b>£28,000 per annum full time; pro rata for part time</b>
Contract:	<b>Permanent</b>
Location:	<b>On-site in Hammersmith W6 0LJ</b>

### **Job Purpose**

- To act as a key point of contact for the organisation – working with and responding to queries from members of the public, colleagues, professionals and volunteers.
- To process confidential client information and enter data accurately and efficiently using our database and other secure systems.
- To supervise the reception area and ensure that the waiting room and clinic rooms are tidy, well-stocked and fit for purpose; to contribute to the smooth running of the Centre.
- To play a key support role within our small, supportive, friendly team.

### **How to apply for this role:**

**Please email your CV and covering letter to [businessmanager@wlcc.org.uk](mailto:businessmanager@wlcc.org.uk) or post to West London Centre for Counselling, 3 Glenthorne Mews, 115a Glenthorne Road, London W6 0LJ**

**Deadline for applications:** 12 midday Tuesday 3 December 2024

**Interviews to be held:** Tuesday 10 and Wednesday 11 December 2024

***WLCC is committed to accessibility, inclusion and a fair recruitment process. If you need to discuss adjustments or access requirements regarding your application, please contact us.***

## **Specific Responsibilities and Duties**

The Administrator will be responsible to the Admin Manager for all aspects below and must ensure that the Admin Manager is kept fully briefed regarding administrative issues.

- To organise and maintain the reception area, including opening the doors to clients and counsellors, welcoming them and directing them to their counsellor or room if required.
- To answer telephone calls from clients, prospective clients, counsellors, referrers and others, and take the necessary action.
- To update the database, including accurate and timely input of new data, and collection of statistics and reports.
- To process new referrals within the required timeframe. To invite clients to initial assessment and book them in using the database.
- To monitor clients' journeys throughout the counselling treatment pathway, including while on the waiting list, to ensure that targets are met and that clients are kept updated in a timely and helpful manner.
- To liaise with colleagues within West London NHS Trust, referrers, GP practices and other professionals as required.
- To ensure that administrative processes are being followed correctly by counsellors and to contribute to training counsellors and updating process documents.
- To be the first port of call for IT queries within the team, and to resolve simple IT enquiries, or escalate more complex issues.
- To ensure that all counselling rooms are well-maintained and kept supplied with adequate resources, and that the Room Booking System is running smoothly.
- To support the Admin Manager in ensuring that the Centre is compliant with H&S and Fire Safety requirements and is a tidy, safe and welcoming environment; to inform the Admin Manager of any site issues and to maintain appropriate records.
- To monitor stocks of stationery and other supplies and to order more as required.
- To attend and play an active role in team meetings and training days.
- To complete mandatory training as required, this will include online training in Safeguarding, Information Governance, Health & Safety etc.
- To undertake other reasonable administrative tasks as required.

## Person Specification

This form lists the essential and desirable requirements needed to do the job. Applicants will be shortlisted solely on the extent to which they meet these requirements.

### Job Title: Administrator

Essential Criteria	Desirable Criteria
A minimum of two years' administrative or customer service experience	Experience of working with and an understanding of people with mental health issues
Highly computer literate with experience of MS Office and the ability to resolve and/or troubleshoot basic IT issues, and to escalate more complex issues	Previous work within the voluntary sector or within an NHS setting
Experience of using databases and ability to input data accurately; able to learn new systems quickly	Fluency in a language other than English
Ability to work flexibly and collaboratively within a small team	
Great interpersonal skills: experience of communicating clearly and sensitively with a range of individuals via both telephone and email	
Commitment to and understanding of the importance of confidentiality and data protection.	
Efficient, organised, self-motivated and with excellent attention to detail.	

If you wish to apply for this post please forward your CV with a covering letter outlining how you meet the criteria outlined in the person specification, to [businessmanager@wlcc.org.uk](mailto:businessmanager@wlcc.org.uk).