

JOB DESCRIPTION – Client Services Administrator

Job title: Client Services Administrator	Contract: Permanent/Full time (37.5 hours per week) 8:30am – 5pm
Salary: £26,000 p.a.	Location: Camden, Central London
Report to: Client & MLR Services Manager	Benefit: 27 days holiday plus 4% matched pension contribution
Start date: Immediate	Closing date: 14/04/2024

The Helen Bamber Foundation (HBF) is a specialist UK charity which provides expert care and support for refugees and people seeking asylum who have experienced extreme human cruelty such as torture or human trafficking. We work with hundreds of clients every year from all over the world. HBF delivers a specialist Model of Integrated Care that addresses the complex needs and vulnerabilities of survivors. Through the Model of Integrated Care, the HBF offers survivors access to an individually tailored programme of specialist psychological care and medical advisory services, legal protection including providing expert medico-legal documentation, welfare and housing support, and creative and skills activities within an integration programme. Where someone is a survivor of human trafficking they benefit from HBF's counter-trafficking programme of support. The Foundation's expertise is renowned in the field.

The Role

This is an exciting opportunity to join the Client Services Team which operates within HBF's vibrant, multi-disciplinary team. The duties of Client Services Administrator are two-fold 1) is to host our busy reception area and friendly waiting room; welcome clients and visiting professionals to the Helen Bamber Foundation and attend to any needs they might have and 2) to oversee the booking of appointments between clients and staff/volunteers across the organisation; liaising with third parties and clinicians in relation to Initial Assessments; booking and managing doctor's diaries for our Medical Advisory Services and the booking of interpreters across the organisation. You will be at the heart of an exciting team of experts, working as the face of HBF and the first point of contact for both external and

Founder: Helen Bamber OBE, DU (Essex)

President: Emma Thompson (DBE)

Human Rights Advisory Group

Sir Nicolas Bratza, Parosha Chandran, Shu Shin Luh

Managing Executives

Kerry Smith (Chief Executive Officer),
Dr Katy Robjant (Executive Director of Clinical and Counter-trafficking)
Gareth Holmes (Executive Director of Fundraising and Communication)
Anne Muthee (Director of Finance and Operations)

Board of Trustees

Sir Nicolas Bratza, Patricia Chale, Dan Colton, Olivia Curno (whistleblowing trustee), Adam Epstein (Chair), Nina Kowalska, Nancy McCartney, Elizabeth Mottershaw (whistleblowing trustee), Sam Peter, John Scampion (Treasurer), and Prof Ian Watt (safeguarding trustee)

Board Observers: Mafusi Maime and Rehab Jameel

Honorary Medical and Research Director: Prof. Cornelius Katona MD FRCPsych

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internal queries. You will be a self-motivating team player, organised, efficient and have a compassionate mind-set.

The role will work closely with the other person in post as Client Services Administrator and jointly manage the workload. The role also includes assistance and general facilities support to the Senior Operations and HR Coordinator.

EQUAL OPPORTUNITIES

HBF is an equal opportunities and Living Wage employer. We are committed to attracting and recruiting diverse candidates as we are keen to make sure that our staff, trustees, volunteers and ambassadors reflect the communities we serve and the wider community we work in at every level within the organisation. We particularly welcome applications from Minority Ethnicities.

Duties & Responsibilities

Reception function

- Greeting clients and visitors and fielding a wide range of queries (in-person, on the telephone, via e-mail and WhatsApp) in a timely manner;
- Providing accurate and detailed signposting advice as well as occasional casework for clients that might arise from fielding queries;
- Triaging queries that come to reception internally to the multidisciplinary team;
- Handling and accounting for petty cash, including client travel and staff/volunteer expenses;
- Assisting the team in the issuing of foodbank vouchers as needed and maintaining accurate records;
- Opening and closing reception at the specified times;
- Administrative support and ongoing tasks as required, including database management, calendar and diary management and file-keeping
- Overseeing and administering office expenses in line with HBF's financial processes including office purchases such as stationery, food vouchers for clients, and any other purchases authorised as necessary.

Appointments function

- Liaise with clients and third parties on matters relating to the organisation of Initial Assessments, appointments, and correspondence.
- Ensuring that clients have been informed of their appointment through various means of communication, including by letter, telephone and text, and that all contact details on HBF's database are up-to-date;
- Liaise with members of staff to ensure that appointments and other arrangements are appropriately managed, acting as the main point of contact for booking, cancelling and rearranging appointments;
- Excellent diary management of Medical Advisory Service's appointments and Initial Assessments, and communication with clinicians across the organisation;

- Assist Client & MLR Services Manager with monitoring and booking of MLR appointments as and when required;
- Maintain up-to-date records of interpreter contact details and other relevant information in compliance with GDPR obligations;
- As the main point of contact for interpreters (both freelance and agency), you will book them as needed for appointments, ensuring efficient use of interpreters' time across the Model of Integrated Care and MLR service;
- Management and recruitment of existing and new interpreters respectively as well as inducting new freelance interpreters to the organisation;
- Liaising with our HR and Finance departments to ensure compliance with HBF recruitment policies and required payments for services, including checking and approving interpreters' timesheets;

In both aspects of the role

- Provide support and cover for the reception phone lines when the main reception line is engaged, so as to ensure queries are dealt with in a timely manner;
- Undertaking any other duties appropriate to the responsibilities of the post as requested, such as assisting with monitoring and evaluation (client surveys, Key Performance Indicators (KPIs) etc.);
- Use HBF's Client Management System (CMS) on a daily basis to record appointments, interactions and changes as required;
- Maintain accurate records, ensuring that all administrative processes are kept up to date, including data management and any electronic filing;
- Leading, training, and supervising a small team of reception volunteers as well as providing ad hoc training to other members of the team as needed
- Provide any further assistance to the Multi-disciplinary team as required.

Facilities Support

- Supporting the Senior Operations and HR coordinator to ensure that the offices are tidy, presentable and welcoming each day;
- Working with the Senior Operations and HR coordinator to provide support with wider office and technical issues, such as health and safety checks, internet problems and malfunctioning printers and/or alarms;
- Completion of general office administration including ordering of office supplies, refreshments, equipment etc.

Throughout all aspects of the role

- Respecting client confidentiality at all times in line with HBF's confidentiality agreements and consent forms;
- Ensuring accurate and timely record keeping of client data in our case management system and participating in gathering data when required for monitoring and evaluation in line with organisational KPIs;
- Attendance at HBF's staff training days, meetings and any departmental meetings when required;

- Promotion of the aims, principles, policies, interests and wellbeing of the Foundation and to protect its integrity and reputation at all time;
- Supporting the organisation at special events and initiatives.

Skillset & experience

Essential:

- Understanding of, and commitment to, the objectives of the Helen Bamber Foundation;
- Previous experience of administration/reception/customer service work ;
- Excellent interpersonal and communication skills, including a professional, empathetic, and polite telephone manner and a high standard of written and spoken English;
- Computer literacy— Proficiency in MS Office, Excel, Outlook;
- Attention to detail and ability to time manage and multitask, often under pressure;
- Punctual, reliable and self-motivated with a positive 'can-do' attitude;
- Demonstrative initiative to assist other members of the multidisciplinary team;
- Ability to deal sensitively and in a warm, appropriate manner with clients;
- A high level of discretion and confidentiality given the sensitivity of the information and nature of HBF's work, and a solid understanding of establishing client boundaries;
- Experience of working with a vulnerable client group, particularly refugees and asylum seekers, in a sensitive manner;
- Awareness of confidentiality/data protection;
- Flexibility and willingness to undertake other duties as required.

Desirable:

- Experience of working in a setting which provides a service to vulnerable individuals;
- Understanding of safeguarding in a vulnerable client group;
- Experience training and supervising volunteers;
- Basic knowledge of the rights and entitlements of people seeking asylum and refugees;
- Ability to use electronic database systems.

As is the nature of this sector, the role will be exposed to traumatic and distressing material and, whilst they will be supported by their line manager and surrounding team, they should also be able to demonstrate knowledge of good self-care principles in an intense work environment and dissemination of those principles to other members of the team.

Please note that the successful candidate will be offered the job subject to suitable references and an enhanced DBS check. If appointed, you will be required to give your consent to HBF to receive regular updates on your criminal records status throughout your employment.

Please submit an up-to-date CV and covering letter by **5pm on Sunday 14th April 2022**. Your application should outline your relevant skills and experience, as well as how your previous experience that matches the listed responsibilities and person specification to jobs@helenbamber.org.

Please state in your covering letter when you would be available to start the role. In setting the salary regard has been had to the NCJ payscales.

Interviews will be scheduled as soon as possible following closure of the role at our offices in central London. For any queries, please contact Laila Amarneh at jobs@helenbamber.org

We regret that we can only respond to applicants who make it to the interview stage. No agencies.