



# Beacon

**For Adults.**

**For Businesses.**

**For Children.**

## Recruitment Pack

## Appointments Administrator

Registered Charity 1109545



# Welcome. Here's a Little Bit About Us.

Beacon Counselling is a registered mental health charity in Stockport dedicated to improving mental health and emotional resilience of our community for more than 40 years.

We deliver a whole range of mental health and wellbeing services in schools, community hubs, online and from our base in the heart of Stockport, offered by our dedicated team of qualified paid and volunteer counsellors and wellbeing workers.

We know that everyone and every situation is different and that's why we provide people with a space to talk, and to be heard.

We know that good mental health can be life changing. We work with people to find the best way forward to live life with resilience and to face life's challenges with confidence.



# Our values shape everything we do.

The extensive range of skills and experience offered by our team, mean we empower people to have good mental health and emotional resilience.

We support more than 3,000 adults, young people and children every year to improve their mental health and wellbeing through counselling, therapy, wellbeing services, group support and targeted projects.

We are an organisational member of the BACP (British Association for Counselling and Psychotherapy) and we adhere to their ethical and clinical guidelines, which means people can trust us to do the best we can for them, in a safe and confidential environment.

## **Inclusive**

**We are accessible to everyone and treat everyone as an individual**

## **Collaborative**

**We work in partnership and value everybody's input.**

## **Friendly**

**We're warm, welcoming and approachable**

## **Respectful**

**We're all different and we respect that; we listen and never judge.**

## **Courageous**

**We push ourselves and each other to go the extra mile**

## **Effective**

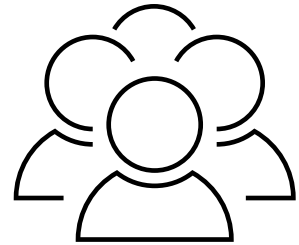
**We're committed to making a positive difference to people's lives.**

# Extra things we offer.

Beacon is a charity empowering people to have good mental health and improving the lives of others. To enable us to do such brilliant work, we provide a supportive and welcoming environment for our teams.

Alongside the ability to expand your skills and development through the diversity of tasks, we will also offer:

- CPD opportunities and training
- Staff counselling scheme
- 31 days annual leave including bank holidays, rising to 35 after 4 years
- Pension with 3% employer contribution scheme
- Charity Discount Worker Scheme
- Cycle to work scheme
- We are a real living wage employer



# Who we are looking for.

We are looking for a friendly and enthusiastic appointments administrator who has excellent communication skills to work within our team, as you will be the first point of contact for our clients and people accessing Beacon.

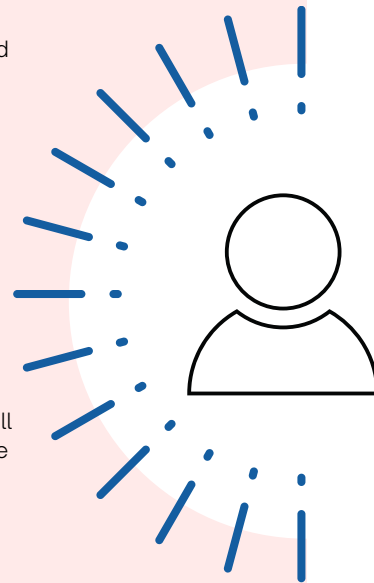
Our ideal candidate is committed to providing a high standard of accuracy in their work, as you will be responsible for maintaining up to date records and data. You will be professional in your approach, have fantastic listening skills and are committed to providing a high standard of care in your work.

You will have previous experience of working in a fast paced office environment, where you will have skills in multi tasking and organisation to meet the demands of the service, alongside working collaboratively within a team and are proactive in problem solving.

Although training to use our systems will be provided, you will have some digital competence and understanding to fulfil the administrative requirements of the role.

We are committed to building an inclusive and diverse team at Beacon and would particularly welcome applications from under represented communities including, LGBTQIA+, older applicants and global majority communities.

The hours for this role are 20 per week, over the course of 4 days. This position will require evening work.  
The salary for this role is £23,400 pro rata per annum



**You  
should  
apply if  
you...**

## **...have the following**

- Experience of working in a busy office environment.
- Previous experience working within an administrative role.
- Knowledge and understanding of data protection requirements and the need for confidentiality.
- Are enthusiastic, friendly, honest and have integrity.
- You are able to demonstrate that you are able to communicate sensitively and respectfully to people over the phone whom may be distressed.
- Are able to demonstrate effective communication skills, both verbally and written.
- Have experience in maintaining accurate records at all times with attention to detail.
- Have excellent organisational skills and can work methodically under pressure.
- Able to demonstrate a high level of skills in Office 365, SharePoint and experience in utilising a database successfully.
- You have a positive, solution focussed approach to challenges.
- Are able to work evenings as part of your role
- Are flexible and willing to work additional hours as needed, for holiday cover and at times of high demand.

**It'd be nice,  
(but not essential)  
if you can  
also offer  
any of  
these.**

- You have GCSE level Maths & English.
- Have previous experience or knowledge of working within the charity sector.
- Have previous knowledge or experience in working within a health or social care setting.
- You have experience in delivering couples counselling or counselling children and young people.
- An understanding of issues associated with mental health.

# Join Our Team.

Thank you for your interest in joining Beacon.

If you would like to apply, we will need some info about you, so please send both your CV and a supporting letter to our Adult Service Assistant:

[rachel@beacon-counselling.org.uk](mailto:rachel@beacon-counselling.org.uk)

The closing date for applications is 5th November 2024 with interviews taking place on 7th and 8th November.

Just to note, we will not be able to accept applications after this date.

We look forward to receiving your application.

**For further information contact  
[admin@beacon-counselling.org.uk](mailto:admin@beacon-counselling.org.uk) or  
call our main office on 0161 440 0055**

