

Job Description

Job Title	Service Administrator	Hours	Full time (37.5 hours per week)
Location	Our office in Westminster but with the opportunity to work from home 1-2 days per week	Contract	Permanent
Reports to	Service Manager	Salary	£25,000 per annum

Purpose

The Service Administrator plays a key role in helping us deliver high-quality person-centred counselling to those bereaved by suicide. They are responsible for the administration of our counselling service and handling all correspondence with clients from their initial application through to the conclusion of their counselling.

Activities and tasks

- Handle email and SMS correspondence with clients relating to their counselling.
- Answer the phone, responding to general or counselling queries where appropriate, or directing calls to other members of the team.
- Process all counselling applications and manage the waiting list for counselling.
- Match clients with counsellors with the support of the Service Manager.
- Send all pre- and post-counselling information to clients.
- Support counsellors with the scheduling of counselling sessions and monitoring client attendance.
- Collate data relating to service activity on a weekly and monthly basis.
- Attend and participate in regular team meetings.
- Contribute to the ongoing development of the organisation by identifying opportunities to improve processes and systems.
- Provide administrative support to the wider team as needed.

Person Specification

Skills and Experience	Essential	Desirable
Previous experience of working in a similar administrative/client-facing role.	X	
Some experience of working in a mental health and/or counselling setting.		X
Excellent interpersonal skills, including a warm, empathetic manner on the telephone and in writing.	X	

Excellent organisational skills with strong attention to detail and the ability to maintain accurate records.	X	
Excellent IT skills and familiarity with using case management systems.	X	
Ability to prioritise tasks and work well under pressure.	X	
Ability to work independently and as part of a team.	X	
Understanding of the importance of EDI and commitment to working inclusively.	X	

We are committed to Equality Diversity and Inclusion and we are actively seeking applicants of all backgrounds to represent the diverse population of people that we serve.

All our roles require candidates to go through right to work and DBS checks.