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| **Job Title** | **Receptionist/Administrator** |
| **Hours (per week)** | **18 hours over 4 days (some additional hours required occasionally)** |
| **Location** | **Hastings** |
| **Salary** | **£20,092 pro-rata** |
| **Responsible to** | **CEO** |
| **Length of contract** | **Maternity cover** |
| **Annual Leave** | **4 weeks (pro rata) + Christmas ‘shut-down’ period rising to 5 weeks (pro rata) + Christmas ‘shut-down’ period after 5 years’ continuous employment** |

**Main Duties**

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| Cover reception and welcome clients and visitors to the service, maintaining and managing the smooth throughput of clients and counsellors |
| Phone clients to book appointments plus text and type letters to clients |
| Play a part in the running of the main office whilst maintaining and developing systems alongside existing staff |
| Update databases. Create data exports and produce data analysis as required to assist with reporting and funding applications |
| Maintain diary and manage appointments |
| Liaise with and support counsellors |
| Support the CEO with administrative tasks as required |
| Assist with banking |
| Maintain Health & Safety procedures, performing regular checks and organising the servicing of fire equipment, PAT testing and ensuring all equipment is safe and ready to use |
| Maintaining the counselling rooms and public area |
| Occasionally support our training days |
| File papers |
| Attend monthly Team Meetings |
| Attend other meetings as required by the service. |

**Person Specification**

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| Must have experience and a good understanding of the importance of confidentiality |
| Must have a friendly and encouraging manner with a full understanding of professional boundaries and an ability to relate well to a variety of people |
| Requires excellent verbal and written communication skills and recognises the need for accuracy and attention to detail |
| Requires good planning and an ability to prioritise tasks whilst under pressure |
| Requires a calm telephone manner and the ability to deal with clients in distress |
| Must have numerical competence and experience of handling finances |
| Must have a high level of experience of data entry and analysis |
| Requires experience of maintaining health & safety procedures |
| Able to work both alone and as part of a strong, supportive team |
| Must have excellent IT skills |
| A First Aid qualification is desirable |
| Must be flexible to meet the needs of the service – including regular evening shifts. |

Counselling Plus Community strives to be an Equal Opportunities employer (within the limitations of the building) and we recruit on ability without regard to race, age, religion, physical or mental history etc

This post requires an Enhanced DBS check (Disclosure and Barring Service - previously CRB).

This job description is subject to amendment without changing the level of responsibility.