JOB DESCRIPTION JOB TITLE: Part-time Evening Administrator Maternity Cover

ACCOUNTABLE TO: Centre Manager

LINE MANAGER: Operations Manager

WORK BASE Horsham

HOURS OF WORK: 7 per week Tuesdays and Thursdays from 5.45pm-9.15pm

RATE OF PAY: £4,164 (FTE £20,821)

CONTRACT: Temporary for 12 months starting in October

PURPOSE OF JOB: To welcome clients to the Horsham centre, support our counselling team, respond to client enquiries and book client appointments

1. KEY TASKS

* Welcoming clients to their counselling appointments.
* Managing, organising and updating appointment data using our online appointments system.
* Making payments for appointments and processing credit card payments.
* Responding promptly and professionally to client enquiries by phone and e-mail and co-ordinating with other members of the Administration Team.
* Offering ongoing appointments to clients on the waiting list.
* Communicating and liaising with clients by phone and e-mail around existing appointments.
* Monitoring the completion of appointments/payment paperwork.
* Providing office and reception cover as required at short notice to cover sickness and holiday periods. Occasional evening cover required, including for Crawley and East Grinstead offices.
* Maintaining client confidentiality and upholding the vision, mission and values of Relate at all times.

2. HEALTH & SAFETY

* Being aware of Relate’s safety policies and procedures.
* Being familiar with fire regulations and procedures and the location of extinguishers, exits and assembly points.

3. GENERAL

* Maintaining strict confidentiality regarding client matters and information at all times, adhering to Relate codes of practice.
* Undertaking training and development as needed by the role.
* Notifying the Centre Manager of any potential issues, particularly around health and safety, safeguarding, and GDPR.

PERSON SPECIFICATION

Experience

1. Reception experience.

2. Office and administration experience.

3. Experience of working collaboratively as part of a team.

4. Experience of using a database to carry out administrative processes.

5. Experience of planning, organising and managing multiple tasks and priorities.

6. A background in the charity sector would be highly beneficial. Abilities

7. IT literate with knowledge of Microsoft Office.

8. Able to assimilate information quickly, and to work without direct supervision, using own initiative.

9. Excellent interpersonal and communication skills.

10. A general understanding of counselling and of a counselling environment.

11. Awareness of the potential needs of, and demands placed on, vulnerable clients.

12. Able to maintain confidentiality.

13. Able to act with discretion and diplomacy at all times.

14. Able to be flexible and be prepared to work at short notice if necessary.

Personal Qualities

15. Friendly and approachable.

16. Reliable.

17. Self-motivated, proactive and collaborative.

18. Adaptable.

19. Positive attitude.

20. Commitment to the aims of Relate’s work.