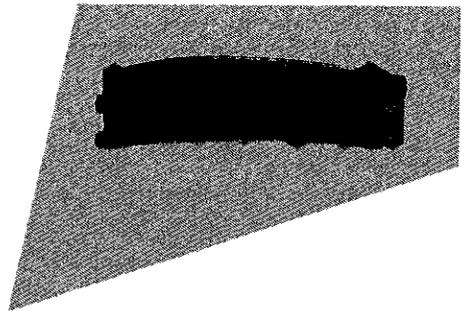


JOB DESCRIPTION

- Job Title -** [REDACTED] Administrator (flexible hours – full-time or 2xpart-time)
- Responsible to -** Menu of Services Operations Manager & Counselling Service Manager
- Working relationships with -** [REDACTED] staff
External schools and agencies from both statutory & voluntary sector
Suppliers, and contractors
[REDACTED] clients and service users
[REDACTED] Volunteers
- Job purpose -**
- To undertake administrative tasks and general office duties that support the Menu of Services function to schools and project staff on a daily basis, as required and directed by the Operations Manager
 - To undertake administrative tasks and general office duties that support the Counselling Service, its staff and its volunteers.
 - To support with the operational management of the Menu of Services to help increase the efficiency and effectiveness of our service
- Main tasks -**
- To undertake administrative tasks and general office duties that supports the Menu of Services and Counselling functions, and Project staff on a daily basis. Tasks will include, but are not exclusive:
 - Handling calls from schools, agencies, staff, volunteers and partners whilst providing high quality customer service and robust/ accurate logging and record keeping
 - Creating and updating spreadsheets with client and contractual data
 - Arranging meetings and taking minutes where appropriate
 - Monitoring contracts and chasing information from clients, therapists and partner agencies as necessary
 - Liaising with staff, clients and volunteers in order to allocate clients to suitable counsellors in a timely and

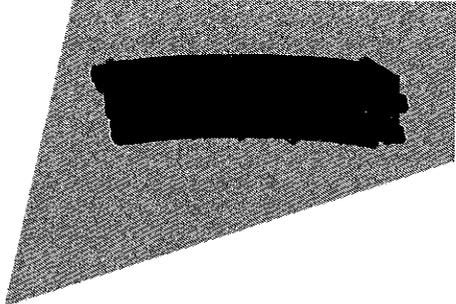


sensitive manner.

- Maintaining complete and orderly paper files in line with Data Protection policies and procedures.
 - Supporting the organisation of our Staff Training events (e.g. booking venues, catering and equipment)
 - Supporting the administration of our Health & Well-being school qualifications
 - Production of supporting paperwork for events and referrals
 - Maintaining databases of information, whilst ensuring accuracy, timeliness and confidentiality of data
 - Booking appointments and meetings
 - General electronic filing and updating of contract logs, and other electronic measurement systems
 - Carrying out research for projects as necessary
 - Attending and supporting the running of events
 - Purchasing resources and equipment
 - Collating review forms and evaluations to help improve the service
-
- To support [redacted] to implement quality and continuous improvement through the implementation of a quality assurance system
 - Undertake relevant training to enhance personal and professional development, including completion of NVQ Business Admin
 - To work within [redacted] policies and procedures, with particular regard to health and safety, equal opportunities, diversity, protection from abuse, data protection and confidentiality

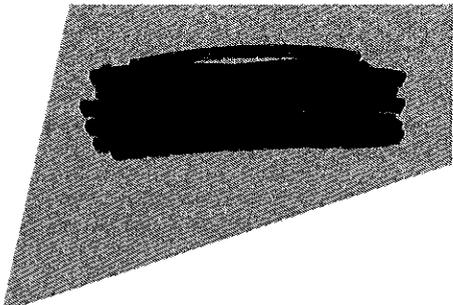
Other Tasks -

- To carry out any other tasks that may be required from time to time in accordance with the post holders capabilities
- To participate in reviews of practice and procedure and implement any changes agreed, working within the agreed [redacted] quality framework



PERSON SPECIFICATION

Skill	Essential	Desirable	Useful
Confidence and ability to work on own initiative	✓		
Good interpersonal skills with ability to deliver good face to face customer care	✓		
Ability to prioritise a number of different tasks and areas of work within a normal working day	✓		
Ability to work to deadlines	✓		
Good organisational skills	✓		
Computer literate including the ability to use software packages: Word, Excel, Access, Email, PowerPoint, Internet.	✓		
Good standard of education	✓		
Able to communicate effectively with a wide range of organisations		✓	
The ability to relate to individuals from diverse backgrounds		✓	
Knowledge of office systems and procedures		✓	
Knowledge of the voluntary/community sector, in particular those working with young people			✓
Awareness of Confidentiality Policy and procedures and how to apply to working practice			✓
Knowledge of Equal Opportunities.			✓
Experience of working within a Youth Project and /or volunteer project			✓



TERMS & CONDITIONS

1. Hours Of Work – Flexible hours up to 40 hours per week (full-time or 2xpart-time positions) with a flexible and professional approach.
2. Salary – £15,960 or pro rata for part-time
3. Annual Leave – This post attracts 25 days annual leave pro rata for part-time.
4. Sickness Leave – As per the agreed policy.
5. Pension – Group Personal Pension Plan
6. Accommodation – Not applicable to this post

Maternity & Paternity Leave -  gives maternity & paternity leave as per the agreed