

Job Description

Job Title: Receptionist & Administration Assistant

Hours per week: 16 hours (variable shift pattern according to needs of service, including evening work up to 20.45 hours)

Rate of Pay: £9.50 per hour (real living wage).

Length Of Contract: 12 Months (with potential to extend - This is because the post is dependent on the financial restraints of a small charity)

Probation Period: 6 months, with a review after 3 months.

Location: Carrs Lane Counselling Centre, Carrs Lane, Birmingham, B4 7SX. In event of a lockdown some remote working may be required.

Line Manager: Counselling Service Manager.

Annual Leave: 5 weeks (25 days) and 8 public/bank holidays pro rata (The Counselling Centre is closed between Boxing Day and New Year's Day and the days in between must be taken from annual leave entitlement).

Main Duties:

1. Reception:

- 1.1 Respond appropriately and accurately to telephone, email, and face to face queries.
- 1.2 Maintain appointment & room bookings diary and ensure messages are relayed to counsellors and clients regarding any appointment cancellations or adjustments.
- 1.3 Conduct telephone assessment of clients and maintain client waiting lists.
- 1.4 Meet and greet all visitors / clients to the counselling centre.
- 1.5 Ensure Client Waiting Area is fit for purpose, and refreshments area clean and tidy and stocked appropriately throughout office hours.
- 1.6 Ensure counselling rooms have correct seating, an adequate supply of donation envelopes, tissues, and are kept fit for purpose at all times.

2. General Administration

- 2.1 Ensure all counselling document packs, and other relevant standard documentation are available for issue to counsellors as required, prior to any assessment or counselling session.
- 2.2 Ensure all Supervision logs are made available for clinical supervisors in advance of the group supervision meeting.
- 2.3 Assist the Centre Manager in operation of systems and procedures.

- 2.4 Open non-private post, deliver to the appropriate person and send standard responses when required. Receive and respond to electronic mail in a professional manner.
- 2.5 Report complaints to the Centre Manager
- 2.6 Produce and circulate correspondence and documents as requested.
- 2.7 Photocopying and filing.
- 2.8 In consultation with the Centre Manager and following written procedure, respond appropriately to requests for client information from outside agencies in accordance with the Data Protection Act and in consultation with Centre Manager.
- 2.9 Maintain office stationery and equipment
- 2.10 Maintain notice boards for clients and counsellors
- 2.11 Monitor housekeeping and security arrangements
- 2.12 Inform the Centre Manager of any health and safety risks

3. Digital Archive:

- 3.1 Scan all necessary documentation as directed to ensure the centre's Digital Archive (including client counselling records, group supervision log scans, appointment diary scans and other centre documentation) is maintained.

4. Day to Day Running of the Counselling Centre

- 4.1 Assist counsellors to follow administrative procedures correctly.
- 4.2 Assist trainee, probationary and volunteer counsellors and clinical supervisors with administrative enquiries.
- 4.3 Inform the Centre Manager of any situations where a counsellor is not complying with the Counselling Centre's administrative procedures
- 4.4 Communicate to the Clinical Supervisor and the Centre Manager any issues relevant to a counsellor's non-attendance at group supervision e.g. illness, sabbatical

5. Management Information

- 5.1 Monitor and record counsellor/client caseloads, duty commitments, attendance at supervision and continuing professional development (CPD) workshops.
- 5.2 Record any statistical information that may be required by the Centre Manager.
- 5.3 Maintain any records necessary for compliance with the British Association of Counsellors and Psychotherapists (BACP) accreditation.
- 5.4 Inform the Centre Manager when a volunteer or staff member's Disclosure and Barring Service (DBS) check is due for renewal

6. Finance

- 6.1 Maintain petty cash float, and present all petty cash claims to Manager for approval before claims are paid.
Maintain up to date record of all petty cash purchases and payments.
- 6.2 Administer bookings and payments for a room hire operation for private counselling practice in consultation with the Centre Manager.

- 6.3 Assist the Treasurer to maintain accurate register of HMRC Gift Aid scheme participants and amounts paid and assist in the processing of the annual submission to HMRC.
- 6.4 Collect monies from remote clients (for example, Assessment Fees and donations/contributions for counselling sessions.).

7. Liaison with Carrs Lane Conference Centre

- 7.1 Organise room bookings for Counselling Centre activities, as requested by the Centre Manager.
- 7.2 Maintain record of conference centre room bookings and costings.
- 7.3 Ensure compliance with Conference Centre security requirements.
- 7.4 Ensure Counselling Centre Manager is informed about any building work affecting the Counselling Centre

8. CLCC Ltd Standard Entry Training Programme, Advanced Level Entry Programme and Trainee Placements

- 8.1 Assist the Centre Manager with answering applicant queries and sending out documentation.
- 8.2 Assist the Centre Manager with arrangements for the recruitment and selection of trainee placements, including arranging interviews and reference checks.
- 8.3 Assist the Centre Manager with arranging the delivery of induction training.
- 8.4 Assist new counsellors with administrative issues

9. Continuing Professional Development

- 9.1 Support the Centre Manager in co-ordinating continuing professional development workshops, including room hire, refreshments, meeting and greeting the training provider, attendance records, feedback sheets, payments.
- 9.2 Attend training sessions and undertake training in line with the organisation's training and development policy.

10. First Aid

- 10.1 Ensure that the first aid box is readily available and that the stock is up to date.
- 10.2 Act as First Aid Responder (Training will be provided).

11. Other

- 11.1 Please note that there may be some lifting and moving of furniture, boxes, copier paper, water jugs, and other heavy items. When handling any heavy items, the CLCC Ltd Health and Safety Policy must be adhered to.
- 11.2 Perform any other duties as requested by the Centre Manager commensurate with the level of the post.

Receptionist & Administration Assistant - Person Specification

Item	Essential	Desirable
Knowledge and skills	<p>knowledge of customer service principles and practice</p> <p>Competent IT skills, especially in the use of software including: Microsoft Outlook Microsoft Word, Microsoft Excel, Microsoft Publisher, Microsoft Forms. WordPress Zoom</p>	<p>knowledge and understanding of the principles and theories of counselling.</p> <p>Ability to administer and maintain websites</p>
Qualifications	GCSE Maths and English	<p>Certificate in Administration / Business Studies or equivalent.</p> <p>Advance level qualifications in either business administration, customer service or customer relations.</p>
Experience	Previous experience working in an office environment.	<p>Desk Top Publishing.</p> <p>Experience of how a Counselling Centre functions and of the role of the various support staff.</p> <p>Experience in a customer service role</p>
Personal Qualities / Behaviours	<p>The ability to listen to and respond sensitively and effectively to people and to advise them appropriately.</p> <p>The ability to communicate effectively and to work collaboratively with others.</p> <p>Good organisational skills with the ability to prioritise tasks and manage time effectively.</p> <p>Good communication skills (both verbal and written)</p> <p>Commitment to on-going professional development in the area of administration and customer service</p> <p>Professional Personal Presentation.</p>	
Equal Opportunities	An understanding of and commitment to the principles of equal opportunities and anti-discriminatory practice in the daily work environment.	

