

**Job Description and Person Specification:**

**Evening Receptionist and Administrator**

Salary: Pay Scale £8.50 per hour

Hours: Part-time (9 hours per week, Mondays and Wednesdays, 4pm-7pm and Thursdays, 5pm-8pm)

Location: Melksham, Wiltshire

Reporting to: Counselling Lead

Responsible for: Evening reception cover and general administration

Contract type: Fixed-term for 6 months with possibility of extension

**Role Summary:**

Wiltshire Mind is a local mental health charity. Our charity is a busy, well-established service supporting people across the county of Wiltshire. We offer a number of services to people suffering from poor mental health including Peer Support Groups, 1-1 counselling, Polish Counselling, Mental Health Awareness Training and we also have a charity shop. We are a totally self-funding charity.

We are recruiting an Evening Receptionist and Administrator to support with the recent expansion of our services. We have recently started a new counselling service within the charity supporting young people aged 13 – 17. The hours of operation are outside of our usual office hours and we are looking for someone to cover the reception at these times. The role will involve welcoming clients, making and receiving telephone calls and general administration. A knowledge of counselling or mental health awareness would be an advantage but is not essential. The successful candidate will be highly organised and professional with a good working knowledge of Microsoft Office in order to support with the expansion of our existing service. They will also need to have the ability to work on their own initiative.

The role is subject to receiving satisfactory references and a probationary period.

Hours will be 9 hours per week, but there is scope for additional hours in the future, subject to the requirements and demands of a growing service. We will require a candidate who is flexible to meet with the needs of the charity.

**Job Description:**

**Service Delivery/Administration:**

1. To answer telephone enquiries, deal with appropriately and take action to resolve issues as required.
2. Manage client cancellations/DNA’s, liaising with clients and counsellors.
3. Management of appointment diary.
4. Ensure the smooth running of the evening service being proactive in dealing with any issues that may arise.
5. To welcome clients and carers when attending counselling appointments.
6. Provide signposting support to clients and families, direct to other WM services and outside services.
7. To handle confidential information in line with the policies of the charity
8. To maintain and support the development of record systems.
9. Production of reports/statistics linked to effectiveness of counselling service
10. Production of leaflets, posters and promotional material as necessary.
11. Provide admin support for the charity as required.
12. Manage text message reminder system
13. To report to and liaise with line management regarding the delivery of the service.

**Service Monitoring & Evaluation:**

1. To maintain appropriate record keeping systems in line with data protection requirements.
2. To support with the reporting of service outcomes in conjunction with the Counselling Lead.
3. Provide admin and evaluation support to help with monitoring of funded projects/budgets.

**Please note this job description is intended to outline the main duties of the post and may change as the post and service develops.**

**Person Specification:**

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| --- | --- | --- |
| **Key Skills and Strengths** | **Essential** | **Desirable** |
| Excellent verbal and written communication  IT literate with a working knowledge of Microsoft Office packages.  Secretarial/admin experience and skills  Excellent organisational skills  Knowledge of office systems and procedures.  Understanding of office procedures, legislation, data protection.  Ability to create new systems  Attention to detail  Ability to demonstrate a methodical, organised and flexible approach to work.  Ability to multi task  Effective listening skills.  Excellent interpersonal and customer service skills, customer focussed with the ability to communicate effectively with a diverse range of people.  Ability to plan, organise and prioritise workload to meet deadlines. Professional approach.  Ability to design and process a wide range of documents.  Ability to relate well with colleagues, Trustees and members of the public.  Maintain a high level of confidentiality and discretion at all times.  Ability to work under pressure. | √  √  √  √  √  √  √  √  √  √  √  √  √  √  √  √  √ |  |
| **Experience** |  |  |
| Practical experience of working in a busy office environment.  Using IT systems and packages.  Working as part of a team and on own initiative.  Responding to queries and simple problem solving.  Setting up and maintaining manual and electronic filing systems.  Diary management and appointment booking using manual and computerised systems.  Experience of working within the Voluntary Sector  Experience of creating and maintaining policies and procedures  An awareness of mental health issues and counselling services  Knowledge of voluntary and statutory sector  Understanding of safeguarding of clients, carers and oneself  Experience of working in a caring environment | √  √  √  √  √  √  √ | √  √  √  √  √ |
| **Qualifications** |  |  |
| At least 5 C/GCSE’s or equivalent  RSA Stage II, Word Processing or NVQ 2 in Business Administration (or equivalent).  RSA Stage 3 Word Processing or NVQ 3 in Business Administration. IT qualifications  First Aid | √  √ | √  √  √ |
| **Personal style and characteristics** |  |  |
| Self-Starter  Commitment to providing a high quality service  Professional and friendly manner  Can work both on own and also effectively as a team player  Ability to remain calm under pressure  Multi tasker  Flexible  Willingness to contribute to the charitable aims of the organisation | √  √  √  √  √  √  √  √ |  |

**How to apply:**

**CLOSING DATE 28th February 2019**

Please send a CV together with a covering letter by email or letter to:

Wiltshire Mind, Part 1st Floor, 2nd Floor, 21-23 High Street, Melksham SN12 6JY.

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