

Administrative Assistant - Worthing Counselling Centre

Job Description

Hours 8 hours a week (flexible hours)

Hourly Rate of Pay £12.21

Length of Contract One Year

Responsible to Business Manager

Purpose of the job

To provide administrative support to the Business Manager and Worthing Counselling Centre staff

To contribute to the day to day running of the counselling service

MAIN RESPONSIBILITIES

Job Specific duties

Responding to client referrals, via telephone, email, or website.

Maintain the client database, inputting referral data

Responding to emails from the Team

Updating of Outlook calendar and Buddy rota, and recording of staff leave

Welcoming Clients as required

Management of ICs from completing online referral, booking Initial Consultations, advising Initial Consultation counsellor, client confirmations, checking on payments.

Counsellor/Client allocations

Management of TEAMS

Maintain Office filing systems

Closing client folders and archiving

GENERAL

Ensure that a high level of customer service is maintained by being helpful, courteous and knowledgeable about WCC

Provide a welcoming and efficient customer service

To undertake other duties appropriate to the post that may be requested from time to time by the Business Manager and in line with Worthing Counselling Centre policies.

To undertake relevant training when required.

| Area | Requirements | |
|---|--------------|-----------|
| Qualifications | Essential | Desirable |
| GCSE Maths and English grade C or above (or equivalent qualification) Qualification in Administration | X | X |
| Knowledge & Experience | | |
| Experience of delivering high quality customer service | X | |
| Experience of dealing with the public by phone and face-to-face | X | |
| Knowledge and experience of office procedures including typing, filing, organising meetings and dealing with enquiries | X | |
| Past experience in a customer facing environment. | X | |
| Knowledge of Data Protection and Confidentiality | | |
| Skills | | |
| Communication: | | |
| Effective oral and written communication skills and ability to build professional relationships with internal colleagues and external customers | X | |
| Demonstrate commitment to delivering high level of customer care | X | |
| Able to work as part of a team | X | |
| Ability to manage sensitive information. | | |
| Analytical / Judgemental | | |
| Accuracy and attention to detail | X | |
| Planning / Organisational | | |
| Excellent organisational skills and ability to plan and prioritise own workload. | X | |
| Methodical organisation of work to meet deadlines. | X | |
| ICT | | |
| Basic knowledge of IT systems, databases and Microsoft Office (including Word and Excel) | X | |
| The ability to operate specialist software systems, and to input and recover customer details | | X |

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|---|---|---|
| Working knowledge of TEAMS | | X |
| Cognitive | | |
| Able to accept instructions and carry them out. | X | |
| Effective problem solving skills. | X | |
| Commitment to delivering a high quality service | X | |