

Job Description



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| JOB TITLE: | Administrator |
| ACCOUNTABLE TO: | The Service Co-ordinator |
| RESPONSIBLE FOR: | All aspects of administration within the organisation |

ROLE

- Provide the administrative support across The Turning Point Counselling Service (TTPCS)
- Be responsible for the maintenance, input and collation of data
- Identify and support grant submissions and fundraising initiatives
- Uphold the culture of the service and assist in fulfilling its charitable aims and objectives.

Responsibilities

Administration

- To maintain and develop administrative systems across the Service, including the service diary, appointments, reception and holidays cover
- Maintain access to and use of Microsoft SharePoint for storage of all documents and files. Instruct others in the use of SharePoint
- Maintain confidentiality and compliance with all aspects of data protection
- To ensure that volunteers files are up to date
- To maintain office and housekeeping supplies.

Counselling

Working with the counselling co-ordinator:

- To take and record telephone referrals and information as required
- To arrange and inform clients of appointments and to follow up 'no shows'
- To prepare new client files for counsellors
- To check that the appropriate forms are available, completed by counsellors and that records are kept in a secure location.
- Maintain systems for the recording of counselling sessions and client donations.
- To manage the client waiting list.
- Make sure sitters are available to cover counsellor appointments.

Data Collection

- Maintain systems for the collection, collation and electronic recording of a wide range of data relating to the Service.
- Ensure that all data relating to counselling activity is collected on time and electronically summarised

- Ensure that relevant information is available to fulfil the requirements of Trustees and grant funding bodies
- Maintain a service database of all internal and external contacts
- Ensure that data is available for funding requirements.
- Ensure that all systems and data are compliant with legislative requirements

Grant applications and administration:

- Identify suitable sources of funding to support the work of TTPCS
- Gather and collate information in support of applications/bids
- Work with the co-ordinator and trustees to submit funding bids
- Develop a database of bids, outcomes and monies received.

Communication

- Work as a team member developing and maintaining effective working relationships with other staff, volunteers, and trustees
- To carry out any other duties which may be required to ensure the effective operation of the service
- Communicate with external agencies as required on behalf of TTPCS

Organisational culture

To promote a culture that values

- Compassion, hopefulness, and service
- Being open and friendly
- Inclusivity and fairness
- Hard work, creativity, and innovation
- Positive communication
- Volunteering
- Confidentiality

This job description is not an exhaustive list of the duties and responsibilities of the post, but reflects the main areas involved. It will be subject to review and amendment in the light of developing service needs and the post holder is expected to undertake any reasonable duties/responsibilities to meet the needs of the TTPCS

PERSON SPECIFICATION

| The table indicates the method by which the skills/knowledge/level of competence in each area will be assessed. | ESSENTIAL CRITERIA | DESIRABLE CRITERIA | Application Form | Interview |
|---|--------------------|--------------------|------------------|-----------|
| | | | | |
| Education and Qualifications | | | | |
| English and Maths GCSE | X | | X | |
| Experience | | | | |
| Knowledge of office systems and procedures | X | | X | X |
| IT literate with proven competence in Microsoft Office | X | | X | X |
| Strong numeracy skills and ability to analyse and present statistical information | X | | X | |
| Working with volunteers | | X | X | |
| Using social media and websites as a means of promotion | | X | X | |
| Knowledge and/or experience of counselling practice | | X | X | X |
| Skills and Abilities | | | | |
| IT skills including data input and Microsoft Office, including software packages | X | | X | X |
| Effective communicator | X | | | X |
| Resolve issues and make decisions with the minimum of supervision | | | X | X |
| Contribute to a safe, open and trusting environment | | | X | X |
| Awareness of Child Protection and Vulnerable Adults issues and the boundaries of professional relationships | X | | X | X |
| Good organisational skills and the ability to manage competing priorities while remaining on target | X | | | X |
| Work Circumstances | | | | |
| Being prepared to work flexibly to meet the needs of the Service. | X | | X | X |
| Ability to prioritise one's own work and work on own initiative | X | | X | X |