

## RECRUITMENT INFORMATION & APPLICATION PACK

### VACANCY –

### OFFICE ADMINISTRATOR - JOB SHARE, 15 HOURS PER WEEK, THURSDAY AND FRIDAY, £9.00 PER HOUR

Chichester Counselling Services is a small, independent UK registered charity and not for profit organisation providing a counselling service and courses for those wishing to train as a counsellor.

**Role:** To provide a high level of administrative support to the users of our counselling and training services including clients, students, staff and counsellors and to provide front of house reception cover. You will answer telephone calls and emails; make and manage counselling appointments, liaise with clients, staff and counsellors; deal with other general enquiries; maintain records, databases, safety of data and money; order and maintain general supplies and office services and carryout routine fire safety checks, act as duty first aider and fire warden.

**Experience/skills required:** You will need excellent organisational and communication skills and be a confident user of information technology including Microsoft Office Word and Outlook. You will handle cash and need basic numeric skills for recording income; have excellent interpersonal skills, especially the ability to listen well and record information accurately. You will work as part of a small part-time office/management team and may sometimes be the sole admin person in the office accompanied by clients, counsellors and other staff. A proactive, flexible approach and initiative will be key skills required to perform this role.

It would be an advantage to have some previous experience of working within a similar service setting and be able to provide some flexibility as is occasionally required due to the nature of a job share and need to provide occasional cover.

**When:** Starting in June/July, working Thursday and Friday from 0845 to 1715 hours.

**Where:** Our offices at 106-108 The Hornet, Chichester.

**Remuneration:** £7,020 per year (based on £9.00 per hour).

**Applications:** To apply, download and complete a Job Application Form from our website <http://www.ccs-counselling.org.uk/jobs.htm> and send with a covering letter to the Chief Executive [office@ccs-counselling.org.uk](mailto:office@ccs-counselling.org.uk)

**Closing Date:** Monday 17<sup>th</sup> June 2019

## **OFFICE ADMINISTRATOR - Job Share, 15 hours per week, Thursday and Friday**

### **Letter from Chief Executive**

*Dear Candidate,*

Thank you for your interest in the position of Office Administrator with Chichester Counselling Services. We are a small, independent UK registered charity and not for profit organisation providing a counselling service and courses for those wishing to train as a counsellor.

This position is a responsible and key front of house role. Details of the Job Description and Person Specification can be found as part of this application pack.

If you have the requisite knowledge, skills and attributes and would like to be considered for the post, we look forward to receiving your application. In your application please ensure that you indicate your suitability for the post and how you meet both the essential and desirable aspects of the person specification.

Applications should be made using the Job Application form <http://www.ccs-counselling.org.uk/jobs.html> and covering letter.

*Wendy Evans*  
Chief Executive  
May 2019

# CHICHESTER COUNSELLING SERVICES - JOB DESCRIPTION

## OFFICE ADMINISTRATOR - JOB SHARE

### Primary role

1. To provide an efficient and receptionist function and act as 'front of house', greeting, welcoming and helping visitors and users of our service
2. To provide a high level of administrative support to users of our services, trustees and staff of CCS

### Key Working Relationships

The post will involve contact with members of the staff team, volunteer counsellors, students, trustees, counselling clients and the general public.

### Main Tasks and Responsibilities

- 1. Contact with users of CCS**
  - Responsible for ensuring that users of CCS receive a high quality administrative service, at all times, including:
  - Prompt, sensitive, verbal and written communication with clients and enquiries concerning the Counselling service;
  - Contact associated with training matters, with regard to potential, new and existing students.
- 2. Contact with external people and bodies:**
  - Co-ordination with people outside CCS with regard to organisation of meetings, events, training matters, potential clients, publicity, suppliers of services and consumables, etc.;
  - Appropriate referral of enquiries made to the organisation.
- 3. Office Administration and support for staff:**
  - Responsible for ensuring effective office systems are in place and maintained, including electronic appointment/diary system (Filemaker), record keeping, maintenance of databases, safety of money and data, safeguarding checks, etc.;
  - Ordering stationery and other office supplies, office equipment and cleaning materials, etc.;
  - Handling post, email and keeping notice boards up to date;
  - Facilitating and maintaining good communication between clients and counsellors; counsellors and supervisors; students and trainers, etc.;
  - Individual support for Chief Executive with special tasks as directed;
  - Provide general administrative support to other Managers (including photocopying, ensuring equipment is available and rooms are prepared for meetings, training etc.);

- Liaise with Office Cleaner with regard to maintaining supplies and monitoring of general housekeeping - ensuring rooms are neat, tidy and stocked with supplies and equipment as required;
  - Taking part in office admin aspects of staff induction for new team members;
  - Taking an active part in the on-going development of CCS.
- 4. Working in conjunction with the Counselling Manager:**
- Ensuring that clinical administration is carried out effectively;
  - Administrative management of the client waiting list;
  - Responsible for co-ordinating evening cover schedule for counselling.
- 5. Working in conjunction with Finance Manager:**
- Ensuring money collection and banking systems are in place and executed in accordance with policy;
  - Providing data on counselling income to Finance Manager.
- 6. Meetings and events:**
- Attend team meetings as required;
  - Provide clerking service for team meetings as occasionally required;
  - Play a key administrative role ensuring events and meetings run smoothly and efficiently, including appropriate delegation of tasks.
- 7. Organisation of office and premises:**
- Responsible for co-ordinating matters concerned with the day to day maintenance of the fabric of the premises, office equipment and health and safety of staff and users;
  - Act as appointed First Aid; act as duty Fire Warden in the first instance and carrying out routine fire alarm safety system tests;
  - Co-ordinating general in house maintenance as identified by 'snag list'.

**Responsible to:** Chief Executive

# **CHICHESTER COUNSELLING SERVICES - PERSON SPECIFICATION**

## **OFFICE ADMINISTRATOR - JOB SHARE**

### **KNOWLEDGE**

#### **ESSENTIAL**

- Office procedures and systems
- Functioning of organisations

#### **DESIRABLE**

- Health and Safety and other relevant legislation

### **SKILLS**

#### **ESSENTIAL**

- Sound English and numeracy skills (e.g. to GCSE level)
- Excellent verbal and written communication and literacy skills
- Excellent telephone manner
- Excellent face-to-face manner
- Excellent organisational skills
- Accuracy
- Ability to manage complex workload efficiently and skilfully
- IT literate in Microsoft Office and able to learn new systems and ways of working as required
- Ability to work as part of a team and individually
- Ability to present CCS effectively to the public

#### **DESIRABLE**

- Basic First Aid skills (certificated)
- Understanding of the nature of working in a counselling agency

### **PERSONAL ATTRIBUTES**

- Good with people; polite, friendly, welcoming, helpful and able to hold confidentiality with good personal boundaries
- Approachable and sensitive to people where appropriate
- Confident
- Punctual
- Reliable
- Well-organised
- Smart appearance
- Proactive/self-starter
- Flexible and able to adapt to change
- Able to work on own, use initiative and work as part of a team
- Willing and able to work under job share arrangements

May 2019

Chichester Counselling Services, 106-108 The Hornet, Chichester, West Sussex PO19 7JR

T 01243 789200 E [office@ccs-counselling.org.uk](mailto:office@ccs-counselling.org.uk)

Company Registration No. 324075. Registered Charity No. 1052264