



POST:	Senior Counselling Administrator
LOCATION:	Highbury Counselling Centre, 28 Highbury Grove, London N5
RESPONSIBLE TO:	HCC Clinical Service Manager
HOURS:	25 hours a week (over 5 days)
SALARY:	£19,315 per annum (pro-rata of NJC scale point 27 - £27,648)

WLM Housing and Community Services

Highbury Counselling Centre (HCC) is a service of the West London Mission and has been providing a low-cost therapeutic Counselling service to the local community for over 25 years.

Summary of post:

The Administrator is responsible for overseeing the key administrative systems of HCC to ensure that the service runs smoothly on a day to day basis. This will involve working closely with the Management Team, and frequent communication and liaison with our team of Placement Counsellors and with prospective and current clients.

We are looking for a resourceful and reliable professional who wants to contribute to the development of our service in the following years.

1. Administration for Counselling Clients

- 1.1 Respond within specified time frames to telephone and email enquiries from prospective clients
- 1.2 Provide administrative co-ordination throughout the process, from initial enquiry to commencement of counselling
- 1.3 Undertake administrative liaison between Clients and Counsellors
- 1.4 Record and report on client data for both internal and external stakeholders
- 1.5 Warmly respond to clients when in contact with them via phone, email or in person, putting them at ease

2. Administrative support for staff and trainee Counsellors

- 2.1 Co-ordinate administration throughout recruitment processes for staff, trainees and volunteers
- 2.2 Support the marketing of training and recruitment
- 2.3 Maintain personnel records
- 2.4 Ensure client case files are complete for Counsellors to record data accurately
- 2.5 Ensure all IT systems used for recording information are kept up to date
- 2.6 Ensure accurate version control and dissemination of policies and procedures
- 2.7 Provide all staff, counsellors and trainees with updates regarding relevant changes and development, ensuring communication is effective between all persons

- 2.8 Ensure accurate records of meetings are taken, and filed accordingly
- 2.9 Input clinical data into computer database.
- 2.10 Assist with organising Team Away Days.

3. Financial Management

- 3.1 Manage petty cash and daily expenditure within budget
- 3.2 Liaise with the WLM Finance team regularly to ensure accuracy of financial recording
- 3.3 Oversee the process of collection and reconciliation of fees relating to counselling, supervision and training
- 3.4 Oversee all aspects of invoicing
- 3.5 Be responsible for financial reconciliation and accounting records
- 3.6 Manage detailed day to day banking requirements
- 3.7 Responsible for weekly banking and finance recording

4. Building Management

- 4.1 Ensure the HCC counselling rooms and waiting area is maintained in a presentable manner
- 4.2 Organise repairs and renewals in consultation with the Management Team
- 4.3 Ensure all domestic equipment is kept in good supply and stored accordingly
- 4.4 Manage Health and Safety, ensuring all fire, security and alarm systems are maintained

5. General

- 5.1 Attend staff meetings and training as required
- 5.2 Attend Steering Group Meetings
- 5.3 Undertake any other reasonable duties as may be required by the Director of Operations or Service Manager.
- 5.4 Carry out inductions for counsellors/organisations who rent rooms at HCC

6. Social Media, Marketing and Fundraising

- 6.3 Contribute to HCC's social media accounts
- 6.4 Liaise with WLM's Fundraising Team to organise projects and fundraising events for service
- 6.5 Manage the advertisement of counselling rooms for room rental at HCC

PERSON SPECIFICATION – HCC Administrator

We seek an administrator who can demonstrate the following competencies to a high level and want to use these to the full in their work. Whilst some specific experience of the content of the job will be relevant, we will be looking for evidence of all the following key competencies during the selection process, if you are shortlisted.

Client focus	Team Work
Organisation and planning	Administration and IT
Proactivity and initiative	Reasoning and problem-solving
Communication	Work with external agencies

Please use the Job Application form to demonstrate your capacities in relation to each of the criteria listed below addressing each point.

EDUCATION AND EXPERIENCE:

Essential

- A minimum of two years' experience in an administrative role

Desirable

- Experience of working within the not for profit, community/third sector
- Experience of working within the helping professions
- Understanding of counselling skills

KNOWLEDGE, ABILITIES AND SKILLS:

- Ability to use word, excel and outlook to an intermediate level, preferably advanced
- Confidence in using computers and the internet and a willingness and aptitude to learn new technology
- The ability to write reports, manage correspondence and documents, including the ability to maintain both electronic and hard copy filing
- An understanding of accounting and best practice financial recording practices
- Proven experience of office administration and/or management
- Good organisational skills, including the ability to work to deadlines
- Excellent attention to details
- Good oral and written communication skills, particularly a welcoming telephone manner
- Ability to take accurate minutes, manage diaries and meeting schedules
- An understanding of the principles of teamwork together with the ability to maintain and work within professional boundaries.
- Ability to take responsibility for particular areas of work and work on own initiative
- Ability to self-motivate when working independently for considerable amounts of time
- An understanding of, and commitment to, the principles of equality and diversity
- Able to maintain confidentiality at all times, and to conduct oneself with sensitivity and empathy
- Experience in either social media, website maintenance, human resources marketing or fundraising is desirable but not essential to this role.