



JOB DESCRIPTION

Job Title:	Services Admin Assistant (Reception / Administration)
Reporting to:	Service/Office Manager
Hours of work:	21-28 hours per week negotiable (to include Monday until 7pm, Tuesday and Wednesday)
Holidays:	25 days plus Bank Holidays (pro rata)
Location:	Leeds City Centre
Salary:	Salary: Salary scale £22,539.30 - £24,396.75 (pro rata based on 35 hour week) plus 5% employer pension contribution

PURPOSE OF THE POST

To contribute to the provision of a client focussed administrative support service for all staff and clients.

To provide an effective first point of contact for clients and visitors, and to follow procedures to ensure the smooth running of the service.

Key Responsibilities:

- To provide a high standard of administrative and reception support to clients, colleagues and visitors.
- To arrange client appointments and associated recording in a timely and effective manner, and monitor waiting lists and report to management and process client referrals within agreed service timescales.
- To ensure good housekeeping in the reception, office areas and therapy rooms and monitor and order cleaning stock and stationery/office supplies.
- To input and retrieve data promptly and accurately, using client database systems to support the production of monitoring reports.
- To update the WCTS website and monitor and administer social media accounts
- To work closely with managers to assist in the smooth operation of day to day book keeping / finance procedures and systems.
- To assist with the arrangements for organisational meetings and events including taking minutes of meetings and undertaking any follow up action.
- To support the maintenance of the computer and office equipment and troubleshoot any IT and printing issues, including logging calls if needed with IT provider.
- To create, update and maintain paper based and electronic filing systems as required.
- To provide guidance and training in the role for volunteers.
- To attend and participate in relevant organisation and staff meetings including 1-1's and annual appraisals.
- To work with colleagues to ensure continuous improvement of services offered and comply with all WCTS policies and procedures.
- To assist with all aspects of reception and administration and carry out any additional duties as required.
- To undertake other duties appropriate to the post as required by WCTS

This role is evolving as WCTS expands. The job description will be regularly reviewed.

January 2024



PERSON SPECIFICATION - SERVICES ADMIN ASSISTANT (Reception / Administration)

Essential requirements indicate the minimum requirements for the post. Please use the application form to show how meet each of these requirements.

Desirable requirements are additional attributes which would enable the applicant to do the job more effectively, and will be used to distinguish between acceptable candidates meeting minimum requirements.

Experience	Essential	Desirable
Experience of carrying out general administrative duties.	✓	
Experience of using Microsoft Office applications	✓	
Experience of using computerised systems and databases e.g. client appointment, diary and storage systems.	✓	
Experience of working as first point of contact with the public.	✓	
Experience of working in an organisation offering services such as counselling.		✓
Experience of, or an interest in, working for a charitable/third sector organisation.	✓	
Experience of website/social media administration.		✓
Experience of basic bookkeeping / financial administration e.g. maintaining petty cash logs and inputting invoices.	✓	
Skills Candidate is able to:		
Deal effectively with client enquiries face to face and on the phone.	✓	
Accurately record information.	✓	
Communicate effectively with a wide range of people.	✓	
Use Microsoft Office applications and computerised client databases.	✓	
File, retrieve, sort and complete electronic and paper based documents accurately.	✓	
Work flexibly as part of a team.	✓	
To use initiative in a fast paced environment and prioritise work to meet demanding deadlines.	✓	
Understand confidentiality and data protection issues and comply with GDPR	✓	
Knowledge		
Knowledge of basic principles of customer care.	✓	
Knowledge of general office procedures and practice.	✓	
Behavioural and Other Job Related Characteristics		
Understanding and commitment to equality, diversity and anti-discriminatory practice.	✓	
Understanding and commitment to responsibilities within health and safety requirements.		✓



Training and Expertise (skills and experience)		
Numeracy and literacy qualifications		✓
Qualification(s) demonstrating the ability to use Microsoft Office applications and - an understanding of general office practice.		✓