

Administrator



Are you organised and focused? Do you have strong attention to detail? We are now recruiting for a numbers and spreadsheets specialist Administrator, to work on our payment and record systems. We are a small organisation, so there is always a level of flexibility and variety in roles. This job can be exciting and satisfying, you'd be working with a community of counsellors and students who are providing compassionate support for people in need. The job includes face-to-face meeting and greeting clients, working on our database, juggling room bookings, and providing admin support.

We need your curiosity and enthusiasm – we are in a period of organisational development, and since we are small, that means there's room for you to make the role your own. If you can discover better ways of keeping track of our payments, logging which counsellors have done notes, or if there's a great new app which could match up our data, we'll love to hear it! We'll provide training and support for all these tasks, although once you're established, around half the time you would need to work on your own. Excellent administration abilities, strong IT skills, discretion and a warm, professional manner are essential.

Job Description

Contract: 15 hours per week.

Mondays from 1pm and Fridays preferred; we can be flexible.

Salary: £24,750,308 (pro rata)

Actual £9,828 per annum

Location: Network Counselling and Training Ltd, Elm Park, Filton, Bristol BS34 7PS.

Reports to: Operations Manager

Key relationships: Admin Team, Counselling Team, Training Team (8 members of office staff total)

Job Purpose

The role of administrator is key within the organisation. The focus is on supporting administration processes, particularly our payment and record systems, along with assisting with general administrative duties within Network. We have a Christian ethos and the counselling we offer is person-centred. This has a supportive influence on the way we work together as an organisation. Our services are inclusive and open to all.

Key responsibilities

- Keep track of payments on multiple streams, card and online. This includes payments for our training courses, low-cost counselling, assessments, other relevant payments received.
- Make contact with clients and student counsellors to take and chase payments over the phone and online.
- Use IT systems financial, CRM and room bookings. Developing knowledge to be able to support others.
- Maintaining accurate, up to date logging of payments, notes and communications with students, clients, and staff, Using our database, Office 365, Teams and Google Workspace.
- Responding to enquiries on the phone, email, and in person with warmth, knowledge, clarity and discretion.
- Helping clients to have a safe and supported journey from their first contact with Network through to the end of counselling.
- Actively and constructively participate in your own personal and professional development, line management and team meetings.
- Work with an awareness of and in compliance with appropriate legislation, for example data protection and health and safety requirements.
- Work collaboratively with the other team members to ensure a consistent service.
- Contribute towards clear, supportive communication across Network's small, part-time team.
- Keep reception area, counselling rooms and common room tidy. Maintain housekeeping and stationery supplies.
- Miscellaneous other tasks, proportionate to your role, that support Network's mission and charitable objectives

Person specification

Essential	Desirable
Previous experience in an administrative or clerical role	Experience of working within the voluntary sector.
Confident, clear and warm communication and interpersonal skills.	Understanding of mental health and counselling
Ability to effectively organise and prioritise a variety of tasks.	Initiative and commitment to your own continued personal development.
Excellent computer literacy, especially Excel. Comfortable learning new applications and systems	Experience of using bookkeeping software e.g. Quickbooks
Accuracy and attention to detail	Qualification or training in listening and/or counselling skills.
The ability to maintain confidentiality and an understanding of data protection principles.	
The ability to work independently and unsupervised	
The ability to support your colleagues and work well within our small, committed team.	
Committed to Network's mission and able to work comfortably within the organisation's Christian ethos and values	