



Admin Co-ordinator (Operations) Job Description

- Hours:** 37.5 hours per week
Standard Hours: Monday, Tuesday, Wednesday, Thursday 9am – 5.15pm
Friday 9.15am – 4.15pm
*Some flexibility could be required, which may mean beginning earlier and may include evening work to provide cover.
Part time may be considered.*
- Salary:** £23,809.50 to £24,816.00 per annum
- Lunch:** Half an hour unpaid lunch
- Holidays:** 29 days and statutory bank holidays (pro-rata)
- Location:** Based from our HO in Stoke-on-Trent with 1 day home working
- Line manager:** Operations Manager

Overview of the Role

Working as part of the administration function supporting operations and delivery of our services, the role liaises closely with the management team, and communicating with project workers, counsellors, clients and other stakeholders (including commissioners of the service).

As a member of the administration team you will be expected to understand and practice the values of the organisation: providing appropriate levels of support to your colleagues; working professionally in all areas; being innovative in your approach across the organisation; being respectful of others; empowering others; and behaving with integrity at all times.

You will be part of a team that values equality, inclusion, and diversity, and which always seeks to improve on our previous best, always looking for opportunities to promote the work of the Dove and having an open mind in the development of new ideas and services.

Responsibilities include (but are not limited to):

General Administration

1. Act as key holder for the organisation, opening and closing head office on a rota basis, ensuring that the reception area and counselling rooms are clean, tidy, safe, open, accessible & ready to commence operational activity and that head office is closed down safely and securely when required. This will include adjusting working hours to cover for colleagues during periods of annual/sick leave.
2. Support the overall administration for the organisation, including covering incoming telephone calls, notifying counsellors of client changes and cancellations, welcoming and receiving visitors to the organisation.
3. Respond to general enquiries from clients, staff, funders and stakeholders.
4. Undertake periodic reviews of electronic and paper records, arranging secure destruction of confidential material and data in line with retention periods.
5. Co-ordinate data requests from staff and other third parties with Management Team to ensure they are completed within 30 days and respond to requests for ID verification.
6. Maintain marketing records for clients and stakeholders, ensuring that permissions are recorded and accurate in line with data protection.
7. Work with the IT support provider to troubleshoot user and organisation wide problems.
8. Supporting client and volunteer engagement with communications and resources.
9. Assist the management and project teams with any resources or communication support as required.

Client & Referral Administration

10. Inputting, processing, obtaining and updating client data including referrals on to CRM system, including the scanning and uploading of all client related documentation.
11. Review appropriateness of referrals against set criteria, regularly communicating with the project managers to determine acceptance or refusal of referrals and informing third parties of decisions.
12. Actively monitor client waiting lists, ensuring targets are met and communicating issues and delays to the project managers.
13. Co-ordinate appointments for priority and urgent clients working with the counselling teams to determine suitable availabilities, providing updates to clients and third parties.
14. Review counsellor diaries to ensure appointments are fully utilised to ensure waiting times are actively managed.
15. Obtain counsellor availabilities for inputting on CRM systems.
16. Contact clients to book and re-organise appointments as necessary, communicating any new appointments or changes to the counselling team.
17. Record any communication made with clients and third parties on CRM systems and follow up where communication was not possible.

HR Administration

18. Co-ordinate all administration relating to recruitment in support of the management team, including (but not limited to) advertising posts, administering job applications, booking interviews, following up the completion of references and other pre-employment checks and documentation, and co-ordinating induction.
19. Create, update and maintain paper and electronic HR records for all staff/volunteers, regularly updating appropriate information to include annual performance reviews, ensuring appropriate processes are followed and all paperwork completed.
20. Complete enhanced DBS checks for new members, maintain the compliance log and complete DBS renewals for existing members.
21. Ensure staff user accounts for leavers are deactivated, exit interview paperwork is completed and their HR files closed. Ensure all equipment, photo ID or keys are returned and logged.
22. Co-ordinate the return of equipment for portable appliance testing as required.
23. Co-produce a monthly Dove newsletter for internal communications, gathering content from management, admin and project teams.
24. Produce photo IDs and respond to any verification requests from third parties.
25. Co-ordinate and process clinical supervision invoices, information and logs, including co-ordinating new supervisor contracts and paperwork. Also complete regular BACP counsellor register checks to ensure compliance.
26. Co-ordinate the internal CPD calendar with the management team.
27. Support the CEO or other nominated person with the co-ordination of the H&S system across the organisation.

Other

28. Ensure all relevant legislation is complied with at all times, in relation to your role and across the organisation.
29. Pursue relevant continuing professional development to keep skills up-to-date.
30. Adhere to the policies and procedures of TDS, including our Equality, Diversity and Inclusion policy.
31. Act as an ambassador for TDS and to be professional in all your activities for the organisation.
32. Carry out any other activities that may be reasonably requested by the CEO, other Managers or Trustees.
33. Act as a named first aider and fire marshal for the organisation while based at HO.
34. Be adaptable, flexible and willing to take on new challenges as needs are identified, and as they arise, as an absolutely essential requirement of the post.



**Administration Co-ordinator (Operations)
Person Specification**

Factor	Essential (E) or Desirable (D)
Qualifications <ul style="list-style-type: none"> • GCSEs (or equivalent) in English and Maths (Grades A*-C). • A Levels/ NVQ (or equivalent). • Qualification in Business Administration (or equivalent). 	<p align="center">E</p> <p align="center">E</p> <p align="center">D</p>
Experience General <ul style="list-style-type: none"> • Experience of working within a busy & demanding office/service environment. • Experience in customer/client service/liaison. • Experience in communicating with those experiencing distress, face to face or over the telephone. • Experience in maintaining databases. • Experience of multi-tasking and prioritising own workload. HR <ul style="list-style-type: none"> • Experience in supporting recruitment. • Experience in maintaining personnel records, complying with data protection guidelines. Communications <ul style="list-style-type: none"> • Experience of working with volunteers. • Experience in collating feedback or case studies from customers/clients/colleagues. 	<p align="center">E</p> <p align="center">E</p> <p align="center">D</p> <p align="center">D</p> <p align="center">E</p> <p align="center">E</p> <p align="center">E</p> <p align="center">E</p> <p align="center">D</p> <p align="center">D</p>
Knowledge <ul style="list-style-type: none"> • Knowledge of counselling services. • Excellent working knowledge of MS Word, PowerPoint & Excel. • Knowledge of databases. • Knowledge of data protection in relation to record keeping. 	<p align="center">D</p> <p align="center">E</p> <p align="center">D</p> <p align="center">E</p>

<p>Skills & Abilities</p> <ul style="list-style-type: none"> • Ability to provide administrative support within a busy office environment • Ability to work on own initiative and manage a complex workload using time effectively • Ability to work to work to deadlines and under pressure • Organise and execute your work in a planned and efficient manner, with reliability, integrity and self-motivation • Ability to use data accurately to report statistical information. 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>
<p>Personal Qualities</p> <ul style="list-style-type: none"> • Excellent communicator (verbal and written) • Problem solver • Ability to work on own initiative and to use time effectively • Good ambassador and able to promote TDS aims and objectives • Professional attitude and conduct • Flexible working to meet the needs of the administration and management teams • Open to change and new challenges, adaptable, and prepared to explore new ways of working • Ability to work to work to deadlines and under pressure 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>
<p>Team Working</p> <ul style="list-style-type: none"> • Good team player, proactively dividing and agreeing tasks with other team members and teams • Good at co-operating with other external agencies 	<p>E</p> <p>E</p>
<p>Professional</p> <ul style="list-style-type: none"> • Willingness to undertake Personal Continuous Professional Development (CPD) 	<p>E</p>
<p>Other:</p> <ul style="list-style-type: none"> • Clean Disclosure & Barring (DBS) check • Valid driving licence, own car and ability to travel 	<p>E</p> <p>D</p>