



JOB DESCRIPTION & PERSON SPECIFICATION

Job Title: Administrator	Working Hours: 21 hours per week Thursday to Saturday
Salary: £14,983.25 pro rata	Reports to: Lead Administrator

Introduction

Established in 1997, Focus are a leading provider of talking therapies, employee wellbeing services and training to individuals, the public sector and the private sector, across the Yorkshire & Humber region.

Team & Role Overview

The postholder will undertake all key administrative functions of the service, including ensuring the systems for client referrals and appointment scheduling are operated smoothly and efficiently. The postholder will work collaboratively as part of the administration team, taking part in team meetings as required. Flexibility will be a key requirement in this role, with the ability to work across all Focus' sites in Hull.

JOB DESCRIPTION

General

1. Responding to calls and emails from clients, clinicians and stakeholders
2. Handling appointment cancellations, room scheduling and clinician's diaries
3. Sending appointment reminders when required
4. Handling client feedback forms and choice questionnaires
5. Inputting referral and client data
6. Filing, photocopying and general office administration
7. Maintaining a clean and tidy work environment
8. Work with the highest regard to Focus policies and procedures, including health and safety, escalating issues and concerns as appropriate
9. Maintaining accurate, confidential records in-line with Focus policy and statutory guidance
10. Take an active role in team meetings, ensuring accurate and timely minutes are written and distributed as required
11. Attend line-management meetings, including supervision and appraisal as required
12. Undertake any additional duties as deemed appropriate

PERSON SPECIFICATION

Knowledge, Skills & Experience

1. Essential

- Previous experience of working in a busy office environment
- Excellent working knowledge of MS Office packages, including Word, Excel, PowerPoint
- Ability to work under pressure, including prioritising workload, excellent time-management skills and the ability to adapt and respond to changing circumstances
- Excellent communication skills including verbal, written and electronic
- Ability to work effectively as part of a team
- Own transport and/or ability to travel across sites

2. Desirable

- Previous experience of working in a health and social care/mental health/IAPT setting
- An introductory counselling qualification
- Previous database and report writing experience
- Previous experience of using IAPTus applications