

Assistant Administrator

Job Description

Northpoint Wellbeing is an established charity which provides therapy services to the community in Leeds, York, and Calderdale.

A full list of our services can be found at www.northpoint.org.uk

Job title: Assistant Administrator

Reports to: Donna Harris, Administrative Manager

Salary: £18,270 - £21,010 - pro rata

Pension: Eligible employees will be auto-enrolled in a defined contribution pension scheme.

DBS check: This post will be subject to an enhanced DBS check. Northpoint's policy on the recruitment of ex-offenders is available on request, and a past criminal conviction will not necessarily be a bar to employment.

Hours of work: Part-time (one of three options below):

Option 1		Option 2		Option 3	
Monday 9-5	7.5 hrs	Monday 9-5	7.5 hrs	Monday 9-5	7.5 hrs
Tuesday 9-5	7.5 hrs	Tuesday 1-5	4.0 hrs		
Wednesday 9-1	4.0 hrs	Wednesday 9-1	4.0 hrs	Wednesday 9-1	4.0 hrs
Thursday 1-8	6.5 hrs	Thursday 1-8	6.5 hrs	Thursday 1-8	6.5 hrs
Friday 9-4	6.5 hrs	Friday 9-4	6.5 hrs	Friday 9-4	6.5 hrs
Total	32.0 hrs		28.5 hrs		24.5 hrs

Holidays: 28 days annual leave per year plus statutory holidays (pro-rata for part time) and up to 3 discretionary leave days at Christmas.

Duration of post: Permanent.

Location: Leeds Bridge House, Hunslet Road, Leeds, LS10 1JN

Leeds Bridge House accommodates our head office management team and is also the delivery base for our NHS IAPT service, our private therapy service, and our group therapy service.

The Leeds Bridge House premises comprise:

- 18 individual therapy rooms and a meeting/group therapy room
- a staff room and communal office for approximately 30 therapists
- an open plan office housing approximately 10 managers

Purpose: We are looking to recruit a part-time assistant to the Administrative Manager to be based within our premises Leeds Bridge House.

The role will involve direct client-facing reception work (answering the door-entry buzzer & the telephone) and responsibility for ensuring the smooth-running of the premises, working closely with managers and staff.

We are looking for a member of staff who

- can work on their own initiative
- can offer a high level of administration skills including good IT skills
- has a good manner with clients and colleagues.

Key tasks

Client-facing work

- To ensure a warm professional welcome for all clients who access the building or phone in, and to act as first point of contact for client enquiries during your shifts.
- To respond to or redirect general email enquiries/telephone enquiries/letters received
- Hold oversight of the schedule for therapeutic activities to ensure the diary system works effectively, and to respond to any diary issues that may arise from time to time.
- Hold an overview of the environment of the premises, ensuring that waiting areas, stationery cupboards, notice boards, kitchens, clinic rooms and wash-rooms etc are appropriately stocked and fit for purpose.
- Hold an overview of premises maintenance & repair issues, liaising with our contract cleaner, landlord and tradespeople ensuring any issues that arise regarding the building or its facilities are dealt with speedily.
- Ensure that client-facing information (leaflets, website, answer-phone messages etc) is up to date, organising amendments where necessary.

Staff-facing work

- Ensure that therapists are supplied with essential materials to carry out their work including mobile phones, Internet dongles, stationery, etc. This will involve sourcing the supplies and liaising with suppliers.

- With training, develop familiarity with our electronic patient information system (PCMIS), diary system (SuperSaaS) and our Access database, and offer basic trouble-shooting support to staff in using these.
- Offer basic trouble-shooting support for staff IT problems, including liaison with our IT support firm Advancery.
- Communicate with therapists regarding any service messages relating to their working environment and ensure messages from clients are dealt with and passed on.
- Book training venues & refreshments as required.
- Flag up any relevant clinical or staff issues with the relevant service Manager or Clinical Lead.

Wider organisational work

- Ensure that you are up to date with our policies and procedures and work within them
- Enter data from therapists in our Community and Schools Service onto an Access database.
- Following training, assist with producing quarterly service data reports for our commissioners.
- Assist in HR and financial processes when required (no specialist financial or HR knowledge required).
- Assist in arranging short-notice or planned administrative cover.
- Participate in individual performance review and respond to agreed objectives.

This Job Description does not provide an exhaustive list of duties and may be reviewed in conjunction with the post holder in light of service development.