



Service Administrator

Location:	The Cellar Trust, Farfield Road, Shipley, BD18 4QP
Salary:	£21,035 FTE per annum pro-rata (£16,828 actual salary for 30 hrs per week)
Hours of work:	30 hours (Part time) – Flexible working options considered. Hybrid office and homeworking available.
Contract:	Permanent
Holiday:	25 days per year plus bank holidays
Responsible to:	Service Manager
Informal enquiries:	Michelle Rhodes 01274 586474 michelle.rhodes@thecellartrust.org
Closing date:	Wednesday 05 October 2022
Interview date:	w/c 10 October 2022

Working for the Cellar Trust isn't about having a job - it's about changing and saving lives. We are a mental health charity that supports people across Bradford, Airedale, Wharfedale and Craven, delivering brilliant services to give people a helping hand with their mental health. Whatever your role is you will have the chance to make your mark and see the impact of your work.

The Role

Reporting to the Service Manager you will provide professional and efficient clerical support for Reach Wellbeing Service, liaising with Community Mental Health Team (CMHT) colleagues as required. You will manage referrals by email and phone, logging on our online client management system and book client appointments. You will be the first point of contact for all general enquiries from clients and professionals, via email and telephone and you will provide general administrative support to include duties such as filing, scanning, photocopying, post, typing documents and letters. There will also be a requirement to assist with data collation and reports. This includes a significant customer and client facing element, providing a professional, sensitive and efficient service to colleagues as well as our clients, referrers and partner organisations.

Who you are

You are used to working in a busy administrative role dealing with complex information. You are skilled in multi-tasking and able to meet deadlines and achieve results. You have exceptional attention to detail, strong organisational skills and ideally you can identify how to improve office systems and processes. You can deal with confidential information sensitively and you have experience of working with customers or clients, ideally in a health or social care setting.

What you will do

- Provide administrative support to the Service Manager and the Reach Wellbeing Team.
- Track safeguarding and other incident reports. Monitor and cross check the data to ensure that these are completed and processed in line with internal procedures.
- Carry out audits of internal databases, such as MYMUP, amending data where required and escalating errors to the relevant Service Manager.
- Take ownership of auditing client feedback.
- Collate and share messages from external meetings across the operational team.
- Take referrals by email and phone and log on our online client management system.
- Book client appointments and make reminder phone calls, rescheduling where necessary.
- Deal with initial enquiries from clients and professionals, via email and telephone.

- Provide administrative support to all client facing services where needed to include filing, scanning, photocopying, post, typing documents and letters.
- Complete data entry tasks for a variety of purposes.
- Assist with the administration of our Customer Relationship Management system, ensuring accuracy of data, logging contact details and forwarding relevant information.
- Use data gathering and research skills to help prepare reports.
- Schedule and attend meetings, create agendas and take minutes.
- Support training sessions and events – this will include assisting with scheduling, preparing paperwork, help on the day, collating attendee feedback and order accreditation certificates.
- When onsite ensure that clients are greeted and looked after appropriately and sensitively.
- Help to identify ways to improve administrative processes to create efficiencies.
- Undertake a range mandatory and role specific training including safeguarding, data protection, health and safety and mental health awareness training.
- Work in accordance with all relevant organisational policies and procedures.
- Perform any other duties relevant to the post, taking a flexible, team-based approach to the role.

What you will get

- The chance to work for a dynamic, friendly and supportive charity.
- Opportunities to develop your skills and experience in administration within a mental health setting, in a rewarding and fulfilling environment.
- Training and development opportunities.
- Access to our free employee assistance programme, including a 24hr helpline and counselling support.
- The option for flexible working if suited to the role – have a chat with us about your circumstances and we will see if we can accommodate your requests.

Person specification

All aspects of the person specification will be assessed through the application process with additional questions at interview stage. Please ensure that you address all of the criteria in your application.

Criteria	Essential	Desirable
Qualifications	Good general education to at least GCSE level 4 or equivalent.	
	Training in IT packages such as Microsoft, Word, Excel and PowerPoint and online databases	
Experience	At least two years' experience of working in an administrative role in a demanding office environment.	Lived experience of mental health difficulties.
	Experience of working in a customer facing setting.	Experience of working in the voluntary sector.
	Experience of data entry, data analysis and producing good quality reports using Excel and other software.	Experience of setting up new office systems and processes
	Establishing and managing an effective and efficient administrative support to a team with varying needs and demands	Experience of diary management and appointment booking using manual and computerised systems
	Experience of minute taking and the production of accurate records	Experience of dealing with vulnerable adults and an awareness of safeguarding requirements for both adults and children.
	Experience of gathering information and producing reports and presentations.	
Skills	Excellent IT skills including in Outlook, Word and Excel and in using online databases.	Advanced IT skills in Word, Excel and online databases.
	Excellent written skills to include, preparing letters, and other documents, note taking and the production of accurate records.	Evidenced experience of using own initiative to create solutions
	Customer service skills and the ability to communicate well with a range of people both inside and outside the organisation	Experience of using client/customer recording systems.
	Excellent attention to detail and data entry skills.	
	Ability to plan and prioritise workload.	
	Skilled problem- solver	
	Excellent administrative and organisational skills	
	Ability to maintain a high level of confidentiality.	
Knowledge	A range of knowledge relating to key administrative tasks and functions	Understanding of data protection.

	Knowledge of office management systems and procedures	
	Understanding of data protection, GDPR and the need to maintain confidentiality in all areas of work	
	Awareness of safeguarding issues.	
Personal Qualities	Possess emotional maturity.	
	Flexible approach to work including the ability to work as a team, be reliable and use own initiative.	
	Ability to multi-task, work calmly under pressure, and meet tight deadlines.	
	Committed to professional and personal development	
	Committed to equity, diversity and inclusion and developing greater awareness in these areas.	
Other	Willingness to undertake a Disclosure and Barring Service (DBS) check	

How to Apply

To apply for this post please submit your CV with a covering letter stating how you meet the criteria listed in the person specification to recruitment@thecellartrust.org before the closing date.

Please also include a completed Criminal Record Declaration and Equality & Diversity monitoring form.

If you would like a copy of any of the recruitment documents in another format, such as a paper copy, please email recruitment@thecellartrust.org. Only candidates invited to interview will be informed and due to the volume of applications received we may only be able to give feedback to people who are unsuccessful at interview stage.

The Cellar Trust believes in equity and we celebrate diversity. We are an inclusive workplace, where everyone is welcome and supported to be themselves. We are a Disability Confident employer and offer a guaranteed interview to candidates with a disability who meet all the essential criteria in the person specification. If you would like to request a guaranteed interview because of a disability, please specify this in your application.