

<b>Job Description</b>	<b>Receptionist/Administrator (Talking Therapies service)</b>
<b>Reporting To:</b>	Talking Therapies Office Manager
<b>Responsible For:</b>	No line management responsibilities
<b>Hours:</b>	Monday - Friday 37.5 hours a week
<b>Salary:</b>	£29,216 actual salary
<b>Deadline and Interview date</b>	Application deadline – 25 <sup>th</sup> October at 9am Interviews – 8 <sup>th</sup> December

<b>Description of Job:</b>	<p>The Wimbledon Guild is a dynamic local charity with a proud heritage, dedicated to providing support from the heart of the community for local people in the London Borough of Merton. We are looking for an experienced receptionist/ administrator to work within our Talking Therapies Department on a full or part-time basis who is passionate about delivering excellent customer service, is confident and articulate, and can provide a professional service to both internal and external customers. The ideal candidate will be flexible and willing to provide cover when required.</p> <p>Since 1907 the Wimbledon Guild has been providing a range of services to local people of all ages in the London Borough of Merton and is now one of the largest local charities in the country. The Talking Therapies service was first set up in 1980's and is one of the largest in London, providing individual counselling, group psychotherapy, emotional support groups and continuing professional development training events.</p> <p>The purpose of the job is to provide a professional reception service to clients in our talking therapies department. You will be carrying out administrative duties that support the Talking Therapies Office Manager and contribute to the smooth running of the charity. The receptionist/ administrator is the first point of contact at the Counselling Services reception and therefore needs to be warm and welcoming, a good communicator and able to respond professionally to a varied range of callers, including people with communication difficulties and those in distress.</p>
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<b>Key Responsibilities</b>	<b>Key Elements/Tasks</b>
<b>General Responsibilities</b>	<p>Be responsible for a timely and effective Talking Therapies reception service - greeting clients, answering phone calls and replying to client emails.</p> <p>Provide good quality verbal and written communication at all times.</p> <p>Respond to clients who may be in distress in a calm, thoughtful, professional manner.</p> <p>Use judgement to sign post clients to alternative services in-house or external.</p> <p>Carry out referral eligibility checks and book in telephone triages with Assessor.</p> <p>General administrative duties including use of all aspects of Microsoft office for data entry.</p> <p>Ensure counselling inbox is cleared daily and respond to enquiries in a prompt and timely manner.</p> <p>Operating and maintaining office equipment, such as computers, laptops, photocopier machines, scanners, laminator and stationery.</p> <p>Ensure keys and room bookings are signed in and out accurately.</p> <p>Liaise closely with our IT dept to report technical issues from staff and VC's.</p> <p>Set up new user IT requests.</p>

	<p>Manage new volunteer applications and conduct induction meetings.</p> <p>Process Basic and Enhanced DBS checks as and when required.</p> <p>Responsible for producing bi-monthly newsletters to be shared with the team</p>
<b>Department Responsibilities</b>	<p>To support the Talking Therapies Office Manager and Head of Talking Therapies with various administration tasks as necessary, including diary and meeting management.</p> <p>Provide the practical support that people working in Guild House need to efficiently carry out their work.</p> <p>Ensure that reception is manned at all times during working hours.</p> <p>Ensure all Reception administration and records are kept up to date and are accurate.</p> <p>To support health and safety procedures tests in the building with assistance from the Talking Therapies Services</p> <p>Create and maintain information about local therapeutic services.</p>
<b>Line Management Responsibilities</b>	<p>This role currently does not have any managerial responsibilities.</p>
<b>Financial Responsibilities</b>	<p>To be mindful of and adhere to the Guild's financial policies.</p> <p>To take client payments and record accurately</p> <p>Chase client payments with outstanding debts</p>
<b>Organisation Responsibilities</b>	<p>To ensure that equality of access and opportunity apply to the Guild's clients and volunteers.</p> <p>To work within the Guild's Equal Opportunities Policy and ensure that its principles are actively incorporated into the planning, delivery and monitoring of services.</p> <p>To work flexibly as dictated by the needs of the service.</p> <p>To attend Guild meetings and training as required maintaining and improving skill and professional knowledge.</p> <p>To be aware of and to work as part of the Guild as a whole.</p>
<b>Risk Management</b>	<p>To work to and uphold the policies and procedures of the Guild.</p> <p>To work in compliance with Health and Safety Legislation, GDPR, Safeguarding and Lone working at all times.</p> <p>Risk Assessment input where appropriate, and to assist in the development and reviewing of essential policies and procedures.</p> <p>To maintain the confidentiality policy of the Guild.</p> <p>To advise the Head of Talking Therapies, or another senior manager of any event which may adversely affect the Guild.</p>

<b>Person Specification</b>	<b>FT Receptionist/Administrator</b>
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<b>Qualifications, Experience, Skills, Values and Behaviours Required</b>		
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	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Good general education (min 5 GCSE's A-C or equivalent) including English language and Mathematics</li> </ul>	Qualifications in Microsoft Office applications
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of providing administrative duties in an office environment</li> <li>• Experience of working efficiently within and between teams to achieve common objectives</li> <li>• Experience of using systems for data entry and reporting</li> <li>• Experience of working in an environment where confidential information is handled</li> </ul>	<ul style="list-style-type: none"> <li>• Front of house service experience</li> <li>• Understanding of the voluntary sector</li> <li>• Experience of working in a counselling environment.</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Excellent written and verbal communication skills</li> <li>• High standards of accuracy and attention to detail</li> <li>• Excellent written and verbal communication skills</li> <li>• Extensive IT skills. Competent in Microsoft Office (Outlook, Word and Excel)</li> <li>• Strong organisational skills with a systematic approach to problem solving.</li> <li>• Excellent customer service skills</li> <li>• The ability to work without direct supervision.</li> </ul>	<ul style="list-style-type: none"> <li>• Able to suggest or develop policies/ procedures.</li> </ul>
<b>Values and Behaviours</b>	<ul style="list-style-type: none"> <li>• Able to communicate constructively, honestly and openly with colleagues and accept help from others</li> <li>• A team player with a positive outlook and strong work ethic</li> <li>• Shows tact and discretion where appropriate</li> <li>• Committed to high standards of quality and seeks to improve systems and processes.</li> <li>• Flexible and receptive to change</li> <li>• Demonstrates energy and enthusiasm for the work delivered by the Wimbledon Guild</li> </ul>	