

<b>Job Description</b>	<b>Talking Therapies Office Manager (Talking Therapies Dept)</b>
<b>Reporting To:</b>	Head of Talking Therapies
<b>Responsible For:</b>	Administrator/Receptionist (1 part time 0.8FTE). Part time Receptionists (currently 3)
<b>Hours:</b>	0.8 FTE - 4 days per week: Monday, Tuesday, Thursday and Friday either 9-5 or 10-6pm
<b>Salary:</b>	£27,540 pro rata
<b>Deadline and interview date</b>	Deadline for applications – <b>Thursday 17<sup>th</sup> January 9am</b> by email to <a href="mailto:counselling@wimbledonguild.co.uk">counselling@wimbledonguild.co.uk</a> Interview date: Week beginning <b>Monday 28<sup>th</sup> January</b>

<b>Description of Job:</b>	<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. Talking Therapies (formally called Counselling Services) was first set up in 1980's and provides individual counselling, group psychotherapy, family therapy, emotional support groups and continuing professional development (CPD) training events.</p> <p>The smooth running of the administrative aspect of the Talking Therapies is integral to supporting the good quality services within the department. The Office Manager is responsible to oversee the work of the part time administrators and receptionists to make sure that they provide the administrative function for Wimbledon Guild Talking Therapies, including day-to-day office management and maintaining systems and databases, to maintain a successful department. We are in the process of transferring to an organisation wide CRM, Charity log and the Office Manager would lead on this new development.</p>
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<b>Key Responsibilities</b>	<b>Key Elements/Tasks</b>
<b>Client Responsibilities</b>	<ol style="list-style-type: none"> <li>1. Be responsible for overseeing the day to day operation of the Talking Therapies reception area</li> <li>2. Provide good quality verbal and written communication always</li> <li>3. Manage responding appropriately to clients who at times may be in distress</li> <li>4. Ensure that client confidentiality is always kept in line with department policy</li> <li>5. Oversee all booking systems (including room booking for WG volunteer counsellors and private hirers) and client databases</li> <li>6. Act as the liaison between the Wimbledon Guild and the staff/volunteers within the department</li> <li>7. Oversee the receptionists initial contact with the public, referring to managers or the Head of Talking Therapies (HoTT) as appropriate</li> <li>8. Manage the booking of appointments including the assessment process for new clients.</li> </ol>
<b>Department Responsibilities</b>	<ol style="list-style-type: none"> <li>1. General administrative duties including word processing, use of all aspects of Microsoft office, setting up new systems and maintaining current databases. Ordering office supplies.</li> <li>2. Support the Head of Talking Therapies in delivering the Talking Therapies department services</li> <li>3. To provide secretarial support to Head of Talking Therapies if required (occasional)</li> <li>4. Develop good working relationships within and across departments to maintain good quality service provision throughout the Wimbledon Guild</li> </ol>

	<ol style="list-style-type: none"> <li>5. Manage the room hire to private hirers to ensure they provide relevant documentation, adhere to the conditions of agreement and inform them of our current working practices, policies and procedures.</li> <li>6. Ensure that the room booking diary is maintained correctly, and is up to date</li> <li>7. Assist in the induction of new members of staff and volunteers to the department</li> <li>8. Maintain confidential records including information about services, workers and clients</li> <li>9. Work with Head of Talking Therapies to ensure that all department policies are up to date</li> <li>10. To take minutes at meetings and circulate appropriately (occasional)</li> <li>11. Take a lead in developing new administrative procedures and systems which will support the ongoing development of the department</li> <li>12. Provide regular verbal and written communication with staff and clients to ensure smooth operation of service provision</li> <li>13. Initiate, maintain and update contact lists and distribute information as requested</li> <li>14. Maintain efficient filing systems for all aspects of operations and maintain the archive</li> <li>15. Ensure appropriate stationery and equipment is available and place orders as necessary</li> <li>16. Liaise with Facilities manager (WG) to ensure all office machinery is fully functional</li> <li>17. Liaise with Facilities manager (WG) to ensure premises are being used appropriately efficiently.</li> </ol>
<b>Line Management Responsibilities</b>	<ol style="list-style-type: none"> <li>1. Line manage staff ensuring there is a motivated and competent team</li> <li>2. Ensure that there is evening cover and that the evening reception service is operating smoothly</li> <li>3. Ensure that there is appropriate staffing to reception during periods of holiday, sickness or emergency</li> <li>4. Create and maintain a rota for appropriate monthly reception cover for 1:1 meetings and administrative team meetings.</li> <li>5. Delegate appropriate administrative tasks to staff</li> <li>6. To regularly attend line management meetings with Head of Talking Therapies</li> <li>7. To attend any additional training as recommended by Head of Talking Therapies</li> <li>8. To manage performance of staff through regular feedback and appraisal</li> <li>9. To ensure staff receive appropriate training and development.</li> </ol>
<b>Financial Responsibilities</b>	<ol style="list-style-type: none"> <li>1. To be mindful of and adhere to the Wimbledon Guild's financial policies.</li> <li>2. Ensure that there is an adequate supply of change, receipt books, bags for money, intake forms, information release forms and other service documentation</li> <li>3. Assist counsellors who are receiving payments from their clients with matters such as change etc.</li> <li>4. Make sure any staff working on reception are trained appropriately to take payments from clients directly.</li> <li>5. To collate and provide relevant documentation to the accounts department including time sheets and records of private room hire in a timely manner each month.</li> <li>6. Contribute to the annual budget process</li> </ol>
<b>Organisation Responsibilities</b>	<ol style="list-style-type: none"> <li>1. To ensure that equality of access and opportunity apply to the Wimbledon Guild's volunteers and any clients whom they may be supporting</li> <li>2. To work as part of the team and contribute to the development of the Talking Therapies and the Wimbledon Guild</li> <li>3. To work within the profile and identity of the Guild, according to the appropriate policies, guidelines and management structures</li> <li>4. To work within the Wimbledon Guild's Equal Opportunities Policy and ensure that its principles are actively incorporated into the planning, delivery and monitoring of services</li> <li>5. To undertake other duties in line with the needs of the service as directed by the Head of Talking Therapies</li> </ol>

	<ol style="list-style-type: none"> <li>6. To work flexibly and outside normal office hours as dictated by the needs of the service [Time off in lieu can be claimed when agreed in advance]</li> <li>7. To attend Wimbledon Guild meetings and training as required maintaining and improving skill and professional knowledge</li> <li>8. To be aware of all aspects of the Wimbledon Guild's services.</li> </ol>
<b>Risk Management</b>	<ol style="list-style-type: none"> <li>1. To work to and uphold the policies and procedures of the Wimbledon Guild</li> <li>2. To work in compliance with Health and Safety Legislation and Guild policies and support the checking of panic alarms and fire alarms with Facilities manager (WG).</li> <li>3. To work closely with the Facilities Manager to carry out Risk Assessment where appropriate and to assist in the development and reviewing of essential policies and procedures.</li> <li>4. To maintain the confidentiality policy of the Guild</li> <li>5. To advise the Head of Talking Therapies, or another senior manager of any event that may possibly adversely affect the Wimbledon Guild.</li> </ol>

<b>Person Specification</b>	<b>Talking Therapies Office Manager</b>
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<b>Qualifications, Experience, Skills, Values and Behaviours Required</b>		
	<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>	<ul style="list-style-type: none"> <li>• Qualifications in Microsoft Office applications</li> <li>• CPD training in management/supervision</li> <li>•</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Providing administrative duties in an office environment</li> <li>• Minimum three years admin role within similar setting</li> <li>• Regular use of all aspects of Microsoft Office</li> <li>• Regular use of CRM's or databases in different settings</li> <li>• Responding to enquiries from members of the public</li> <li>• Experience of providing line management</li> <li>• Working collaboratively within a team</li> <li>• Working in an environment where confidential information is handled</li> <li>• Understanding the needs of people seeking assistance from a Talking Therapies dept</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding of the voluntary sector</li> <li>• Transferring to a new database system</li> <li>• Delivering training to staff on databases or admin systems.</li> <li>• Using Charity Log Database</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Providing administrative duties in an office environment</li> <li>• Understanding of the range of difficulties clients seeking support from the Talking Therapies service may present with.</li> <li>• Excellent verbal and written communication skills</li> <li>• Strong organisational skills</li> </ul>	<ul style="list-style-type: none"> <li>• Touch Typing</li> <li>• Ability to develop new administrative systems to improve functioning of the dept</li> </ul>

	<ul style="list-style-type: none"> <li>• Good word processing skills including confidence in all aspects of Microsoft Office (Word, Outlook, Excel, PowerPoint and Access)</li> <li>• A working understanding of confidentiality</li> <li>• Ability to self-motivate, prioritise, and monitor own performance</li> <li>• Ability to work under pressure and within directed time-scales</li> <li>• Ability to deal with clients who may be in distress</li> <li>• Able to network, communicate and liaise with other agencies and colleagues.</li> <li>• An ability to use judgement to assess complex situations and provide appropriate responses and solutions, relevant to role</li> <li>• Ability to develop policies and procedures</li> </ul>	
<b>Values and Behaviours</b>	<ul style="list-style-type: none"> <li>• Able to communicate clearly and non-judgmentally, with a calm and professional working manner</li> <li>• Acts with clear boundaries and confidential working practices</li> <li>• Shows tact, discretion and judgement</li> <li>• Has a flexible approach and open to new ideas</li> <li>• Able to communicate constructively, honestly and openly with colleagues and accept help from others</li> <li>• Has a commitment to delivering an effective high-quality service</li> <li>• Committed to effective team working, by collaborating with colleagues</li> <li>• Is interested in developing self and other's knowledge and skill within the objectives of the Wimbledon Guild</li> <li>• Demonstrates a commitment to equality and diversity within the Guild and Talking Therapies</li> <li>• Demonstrates energy and enthusiasm for the work delivered by the Wimbledon Guild</li> </ul>	