**Job Description: Administrator**

**Job title:** Administrator

**Reports to:** CEO

**Hours of work:** 25 hours a week over 4-5 days

**Place of work:** Brighton Therapy Centre, 23A New Road, Brighton BN1 1UG

**Salary:** £20,000 FTE (actually salary £13,333)

**Job Outline**

Acting as a first point of contact for a busy mental health charity with a team of 5 employees and 45 self-employed therapists. You will also be working collaboratively with the employed team to administrate our clinical systems, handle client and practitioner data, and ensure the smooth running of the Centre and its services.

**Duties and responsibilities:**

**Office and Facilities Administration / Reception**

1. Buzz in clients, turn on and off the CCTV camera and keep an eye on comings and goings
2. Facilities: checking therapy and waiting rooms and WCs; tidying and refilling hand sanitizer, toilet roll, etc.
3. Managing stock: printer cartridges, loo roll, boxed tissues etc.; answering practitioner queries and requests re. facilities
4. Managing ongoing maintenance requirements: cleaners and window cleaner; health and safety, fire safety and security of the facilities
5. Managing notices and communications for practitioner meetings, reading groups, CPD etc. This includes the preparation and circulation of a weekly internal newsletter.
6. Keeping ready supply of printed forms for use by practitioners: initial consultation report, discharge summary, end-of-day checklist and others
7. Keeping the website updated with practitioner profiles and service information
8. Posting on social media in collaboration with the Fundraising & Development Lead
9. Organising recruitment campaigns: posting adverts, communicating with applicants, scheduling interviews
10. Organising and maintaining the paper and electronic filing systems so that information is held in compliance with relevant polices and legislation
11. Organising and attending the quarterly practitioners’ meetings: arranging the venue/video link, taking minutes and circulating details and documentation
12. Working with the Clinical Manager to manage the facilities, including arranging access to the Centre for external contractors and notifying practitioners
13. Attending and taking minutes at Quarterly Trustees Meeting.

**Clinical Administration**

1. Assisting the Clinical Manager with the maintenance of a professional register of all BTC practitioners
2. Sensitively managing contacts with clients seeking therapy by either phone, email, or text
3. Assisting with the booking of assessments and processing payments
4. Managing enquiries from practitioners and liaising with practitioners about assessments
5. Processing client contact forms, saving assessment reports, updating clinical database
6. Sending out post therapy questionnaires to clients, and processing discharge forms from practitioners
7. Archiving past records
8. Managing the clinical system including the booking system
9. Inducting new practitioners
10. Monitoring practitioner database, and sending requests for updated insurance certificates and membership certificates as required
11. Attending and taking minutes at the monthly Clinical Governance Group meeting

**Finance**

Providing occasional cover to the Finance and Technology Officer with the following duties:

1. Invoicing using QuickBooks
2. Sending out room rental invoices and dealing with queries on these
3. Following up and processing payments for room rental invoices
4. Recording and processing incoming and outgoing payments on QuickBooks
5. Sending reminders for overdue payments
6. Paying and invoicing organizational clients for EAP and other services