**CATHOLIC CHILDREN'S SOCIETY (WESTMINSTER)**

**JOB DESCRIPTION**

**POST :** **ADMINISTRATOR – SCHOOL COUNSELLING SERVICES**

**THE CATHOLIC CHILDREN'S SOCIETY** is a registered charity providing a mental health services, family support and emergency grants for vulnerable children across London, Hertfordshire and the South East. We work with children and families of all faiths and none; our sole aim is to help those in greatest need so they can overcome the disadvantages they face and have hope of a brighter future. We are an equal opportunities employer and there is no requirement that this post holder is Catholic.

**PRESENT LOCATION :**  73 St Charles Square, London W10 6EJ

**RESPONSIBLE TO:** Service Managers, School Counselling

**DIRECT SUPERVISION:**  PA to the CEO

**PURPOSE OF THE JOB:** To provide support to the Service Managers, School Counselling Services and those managers working directly with the team. The role of the Administrator is to manage administrative support to the Service Managers, in providing efficient, confidential and professional case management and administrative backup, being responsible for ensuring the smooth running of the administrative aspects of the services. To provide support to reception services and other colleagues as required.

The Administrator must work in the best interest of the Catholic Children’s Society, within the relevant legislation and in accordance with the Society’s Mission Statement.

**Summary of Responsibilities**

* To provide efficient administrative support to the Service Managers, School Counselling.
* To ensure that all statistical information is entered accurately on the database and reports are generated promptly as and when required.
* To ensure that all organisational contacts with the Service Managers are processed in a way that enhances the efficiency of the organisation.
* To ensure confidentiality is maintained at all times.
* Gather information from the Service Managers to compile agendas, take minutes and manage actions for Management and Board meetings as delegated by the PA.
* Organisation of meetings and diaries for the Service Managers.
* To ensure that all paperwork is filed logically and within a system that others can also use and to locate and retrieve files from archive and various file locations as required.
* In the absence of the PA to be the designated administrative support to the CEO.

**Communication**

* Dealing with both internal and external queries and responding appropriately in a helpful manner.
* To build effective relationships with colleagues and external contacts as applicable to the post.
* To oversee mail outs checking for accuracy and continuity.

**Correspondence and filing**

* Deal with any general enquiries immediately (phone, fax, email, letter) either by responding for the Team Leaders or by dealing with correspondence as directed.
* Ensure that everything is filed and kept up to date and assist the Team Leaders to respond quickly.

**Organising Meetings**

* To organise meeting and venues for the Team Leaders.
* To arrange in-house CPD training events – arrange venue, provide handouts, arrange catering, issue certificates, liaise with trainer etc.
* To collect items, construct and circulate agendas and associated material for meetings, training days, events, service presentations and other meetings as required.
* To ensure that all meeting venues are ready in advance of the meeting.
* Oversee the collation and distribution of minutes of meetings as above.

**Counsellor Recruitment and Induction**

* To manage the administrative function in relation to all aspects of the recruitment of school counsellors.
* To provide administrative support in the management of the School Counselling team induction and appraisal process.
* To ensure accurate records of counsellor/school information is maintained updating logs, spreadsheets and listings on a regular basis.

**Administration Cover**

* To cover the Post Adoption and Aftercare Administrator and Receptionist absences as required.
* To undertake all cover of reception duties as required in the absence of the receptionist.
* To be part of an annual leave Rota to ensure the reception is covered at all times.

**Health and Safety**

* To undertake H&S training and responsibilities as nominated by the PA.

**Other**

* To undertake such additional appropriate duties as may be delegated by the Team Leaders/ PA.
* Without necessarily being a Catholic, to uphold and promote the Catholic ethos of the agency as stated in our Mission Statement.
* To be aware of the Society’s policy on Quality Assurance and to integrate Quality Assurance systems into work with service users.

**Jan. 2019**

**Person Specification**

**Essential Requirements**

Excellent IT skills with experience of using Microsoft Word and email (Outlook), databases, Excel, PowerPoint, and the Internet.

Ability to produce neat and accurate written work (manually and electronically) and pay close attention to detail.

Ability to work in a team environment with limited supervision.

Ability to work in an organized, efficient and systematic manner.

Ability to work under pressure and to conflicting deadlines.

Ability to communicate appropriately and effectively in both written and verbal capacities.

Ability to use your initiative and have a proactive approach to work situations.

Ability to relate effectively to people at all levels both within the organisation and those relating to it.

To have a sound knowledge of secretarial and administrative practices.

**Desirable Requirement**

Experience of dealing directly with the public.