



Basingstoke Counselling Service, a registered charity, was founded in 1985 by a small group of local therapists wanting to provide mental health support to the local community. Since then, the Service has flourished to become a busy, vibrant counselling and training centre, managed by a talented team of clinical and non-clinical staff, dedicated to improving the emotional wellbeing of our community.

We achieve this in two ways. Firstly, we offer one-to-one and couples counselling for adults, via a team of counsellors who provide a professional and affordable service. Our counsellors are supervised and practise within the BACP Ethical Framework for the Counselling Professions.

Secondly, we provide a range of training courses for those interested in supporting others with mental health difficulties. We have a long heritage of running highly regarded courses from one-day CPD workshops through to a three-year BACP Accredited Diploma in Psychodynamic Counselling.

Based in central Basingstoke (a stone's throw from War Memorial Park and the town centre shops and transport links), we have a suite of eleven rooms used for counselling, training and administration. All of these rooms have recently been refurbished to a high standard, making BCS a very pleasant and welcoming work environment.

This is an exciting time for the Service as we are experiencing a sustained period of growth. To ensure that we continue to deliver high quality services to all our users it is imperative that we recruit talented and committed individuals to complement the current team and help us continue to develop and grow the Service.

To minimise our impact on the environment and ensure efficient work practises, all of our systems are now digital.

We understand that discrimination and inequality exist in our society. As an organisation, we aim to treat everyone with dignity and respect, and therefore challenge ourselves regularly to ensure we achieve this. We do this by listening and responding to feedback and regularly reviewing our approach to equality, diversity and inclusion.

Service Administrator Job Description

Role title	Service Administrator
Reporting to	Office Manager
Employer	Basingstoke Counselling Service
Location	Goldings, London Road, Basingstoke, RG21 4AN.
Working Hours	37.5 hours per week, Monday to Friday
Salary	£22 308.00 per annum
Term of contract	Permanent
Holidays	25 working days pro rata per annum plus public holiday entitlement. In addition, Christmas closure entitlement will be applied after one full year's service.
Start date	As soon as possible
Closing date	9am on Thursday 5 th September 2024
Interviews	Week commencing 9 th September 2024
To apply	Complete application on our website
For an informal chat about the role	Please contact Donne Scott on 01256 843125 or donne.scott@basingstokecounselling.org.uk

Overview of the post

An administrator role to support the efficient and effective operation of BCS as part of a wider administrative team. The administrative team undertake the following tasks.

Essential Tasks

- To make, receive and progress correspondence with clients. Respond to all enquiries, as per procedure, identify and take appropriate action or ensure the action is taken by the appropriate person
- To arrange initial consultation appointments between clients and counsellors

- To liaise with, and offer administrative support to, the clinical management team as needed
- To provide administrative support to counsellors, supervisors, and BCS Diploma trainees as required
- To provide administrative support for BCS training courses including Introduction to Counselling, Certificate in Counselling Skills and Theory, and Diploma in Psychodynamic Counselling
- To provide administrative support for Continuing Professional Development courses run by BCS
- To provide administrative support for fundraising activities.
- To work with colleagues within the administrative team to streamline systems and processes for maximum efficiency.
- To undertake data tasks including update and manage client database, produce monthly statistical reports on Service activities.
- To maintain confidentiality within the Service.
- To ensure the counselling and training environment is maintained in a professional manner.
- To provide administrative support to the finance team, including recording of financial transactions.
- IT tasks: provide day-to-day IT support alongside our external IT support provider, learn use of existing software packages, research and implement new software packages as required

This is not an exhaustive list as the requirements of the role may change from time to time.

In addition, you may be required to contribute to other Service development and delivery tasks as required.

Service Administrator Person Specification

Knowledge and experience

Essential

- Administration and customer service experience

Desirable

- Experience of financial administration
 - Experience of working with social media platforms and marketing administration
 - Knowledge and understanding of IT systems
 - Experience of working in the charity sector
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Skills

Essential

- Excellent IT skills
 - Excellent telephone skills
 - Effective communicator
 - Ability to manage and prioritise workloads from multiple sources
 - Ability to work with confidentiality and ethical standards
 - Ability to use initiative and respond appropriately to sensitive situations
 - Highly efficient and organised with strong time management skills and ability to work to deadlines
 - Ability to work effectively both independently and as part of a team and seek help if needed
 - Excellent accuracy with an eye for detail
 - Ability to concentrate and work in a busy office
 - Ability to learn new software packages
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Education

Essential

- Good standard of education including GCSE or equivalent grades A-C in Maths and English
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