



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, our 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 11 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 us 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.



Job Description

Role title	Office Manager
Reporting to	Co-Directors
Employer	Basingstoke Counselling Service
Location	Goldings, London Road, Basingstoke, RG21 4AN
Working hours	17.5 hours per week
Salary	£32,250 per annum, plus contributory pension scheme. BCS works to a 37.5 hour week.
Term of contract	Permanent
Holidays	25 working days pro rata per annum plus public holiday entitlement (also on a pro rata basis). In addition, Christmas closure entitlement will be applied after one full year's service.
Start date	2 nd June 2025
Closing date for applications	17 th March 2025
Interview date	Week commencing 24 th March 2025
To apply	Send a CV and covering letter to julia.charlesworth@basingstokecounselling.org.uk
For an informal chat about the role	Please contact Julia Charlesworth on 01256 843125 or julia.charlesworth@basingstokecounselling.org.uk

Overview of the post

We are seeking a highly organised and proactive Office Manager to oversee daily office operations and ensure a smooth, efficient workplace. The ideal candidate will have strong leadership skills, excellent communication, and the ability to multitask in a dynamic environment. This role is critical in supporting staff, managing administrative functions, and maintaining a positive office culture.

The administrative team currently comprises the Office Manager, one full-time administrator, one part-time administrator and, on occasion, an administrative volunteer. The post-holder will report to the Co-Directors.

Duties and responsibilities

- Support the Co-Directors and function managers in providing the core services of BCS
- Line manage all members of the administrative team, including administrative volunteers
- Recruit new administrative team members as required
- Oversee and ensure compliance with appropriate registrations and accreditations, statutory obligations and procedures, including Health and Safety and the GDPR regulations
- Oversee human resources functions for staff, contractors and volunteers including recruitment, onboarding, contracts, legality and compliance
- Ensure DBS certification is up to date for all appropriate individuals
- Manage the review and update of all Service policies and procedures
- Update and implement all administrative policies and procedures to ensure compliance and productivity
- Manage office supplies and equipment
- Ensure day-to-day IT and telephony runs smoothly
- Manage the relationships with our current IT and telephone providers and conduct regular reviews to identify efficiency and cost savings where appropriate
- Be responsible for ensuring maintenance of the offices and to be the main contact with the Facilities Team of our landlord, Basingstoke and Deane Borough Council
- Produce and work within an annual administration budget. Monitor ongoing expenditure, identifying and implementing corrective action when necessary
- Induct new team members in administrative aspects of the Service

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

Person Specification

Knowledge and experience

Essential

- Proven experience in office management, administration, or a similar role
 - Experience of managing and supporting a team
 - Ability to manage relationships with external providers
 - Ability to review and manage compliance with legislation, policies and procedures, codes of practice, etc.
 - Experience of financial and budgetary management
 - Experience of human resources management
 - Recruitment experience
 - Experience of working with confidentiality and ethical standards
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Skills

Essential

- Effective communicator with an ability to respond appropriately to sensitive situations
 - Ability to handle confidential information with discretion
 - Excellent administration and IT skills
 - Highly efficient and organised with strong time management skills
 - Ability to work effectively both independently and as part of a team
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