

**Job Title:** Hub Administrator

**Reporting to:** Counselling Administration Coordinator

**Location:** Dunmow Office (Occasional travel to Harlow office may be required)

**Hours:** Occasional hours basis. The role is to cover staff holidays and sickness so flexibility will be required.

**Pay:** Meets minimum wage

**The organisation:**

Mind in West Essex is a mental health charity. We are an independent organisation affiliated to Mind (the national association for mental health), an organisation with which we share common values and principles. We support people affected by mental ill health to make positive changes in their lives and to improve their emotional resilience and wellbeing.

**Purpose of the Job:**

The main objective of the role is to carrying out administrative tasks and take responsibility when required. The post holder will work alongside the other staff.

**Roles and Responsibilities**

* Answer incoming calls professionally, and sensitively where necessary, and redirect the caller to the appropriate team member or alternative service
* Answer queries confidently where possible
* Take accurate messages and pass to the relevant team member
* Contact clients to obtain further information, when needed
* Prepare correspondence*/*promotion packs
* File and dispose of client data securely
* Undertake general office duties as requested
* Checking, responding and redirecting to emails
* Putting client information onto the system
* Speaking to clients - providing information about all services we offer
* Taking payments
* Liaising with Therapists
* Allocating clients to therapists – arranging appointments
* Regular phone calls with clients - in order to arrange appointments
* Dealing with sensitive issues and clients cases
* Opening and shutting the office securely
* Assisting with other departments
* Occasional responsibility of whole admin

**Maintain strict confidentiality of all persons using any Mind in West Essex Service at all time.**

**Person Specification**

Excellent telephone manner

Empathy and an understanding of the needs of vulnerable people

Self-motivated with the ability to manage own workload

Good IT skills e.g. Microsoft Word*/*Excel, Google docs with the willingness to undertake training to use other systems

Good organisational skills

A positive and creative approach to 'problem solving'

Ability to record information accurately

Ability to use initiative but be part of the Hub Team

Willingness to actively engage in supervision and appropriate training

**Desirable Criteria;**

Knowledge or experience of mental health problems personal or professional

Able to type 40 WPM

Experience using a database

Current DBS