

JOB DESCRIPTION: Team Support

Relate are the biggest and best provider of relationship support in the UK. We make a difference and have an impact on the lives and relationships of people living and working in Cambridgeshire.

Relate Cambridge is a charitable organisation supporting individuals, couples, families and children. Our charity is growing and experiencing tremendous results.

This is a busy and varied role requiring commitment and dedication. We are looking for an enthusiastic, motivated and flexible team member with good administrative skills and a confident telephone manner. The role involves dealing with clients on the telephone and requires compassion and understanding.

- 1. Purpose of the job:** Working closely with the other team members to offer back up support to both the admin and the reception team. To carry out all administrative duties allocated by the Operations Executive to enable the office and Centre to function effectively. To answer calls from clients and to make bookings on the system including all processing. This role supports the Admin, Appointments and Management team.
- 2. Accountability:** reports to the CEO
- 3. Key Tasks:**
 - Offer support to the Appointment Coordinator in answering the telephone, dealing with client and counsellor enquiries, booking in appointments, and processing all the client paperwork.
 - Carry out all general administrative office tasks, including incoming and outgoing post, photocopying, filing, responding to general e-mails and telephone enquiries.
 - Welcome clients and visitors to the Centre and help with client face to face enquiries.
 - Assist the team by helping to manage the waiting list by calling or, emailing clients, updating the system and dealing with enquiries.
 - Identifying and chasing outstanding client payments and updating the system.
 - Maintain adequate office stationery and Centre supplies (including the tuck shop and kitchen) as needed.
 - Oversee mailing spreadsheets, keeping them up to date
 - Ensure leaflets, lists and forms for use by counsellors and office staff are up to date and available.
 - Liaise with suppliers and computer network and printer support providers as required.
 - Support the appointments team with preparation of papers for counsellors, and process information for and from appointments. Including inputting details on Penelope (the appointments software).
 - Production of leaflets, posters, articles and advertisements. Sending out mail shots as required. Working with volunteers and other staff as relevant.
 - Assist with the production of the Internal Newsletter.
 - Run reports on 'Jasper' as required by the Operations Executive

- Help to maintain the rota for volunteers, deal with their enquiries and support as required.
 - Assist where necessary with subcontractors such as painters, window-cleaners, and office cleaner.
 - Receive and input client evaluation forms onto system and spreadsheet, collating data periodically. Produce evaluation reports as required.
 - Assist with DBS applications.
 - Reconcile Penelope with paper records, identify and report discrepancies and investigate errors on the system
 - Back up the Computer to an external hard drive
 - Check weekly to see if any clients have failed to pay and follow up.
 - Carry out other tasks as allocated by the CEO or Operations Executive that are commensurate with this job role.
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Role Details:

Hours of work:	37.5 hours. There is some flexibility regarding when the hours are worked but preferably over 5 days.
Salary :	£8.50 per hour
Holiday :	4 weeks plus Bank holidays - pro rata (37.5 FTE)
Probationary period :	6 months

PERSON SPECIFICATION

Essential

- Experience of working in an office in a similar role.
- Experience of dealing with Customers both face to face and on the telephone
- Experience of call handling and reception duties
- Excellent IT skills including Word, Excel, with knowledge of software packages, Outlook and Internet browsers, and the ability to create spreadsheets and reports.
- Good verbal and written communication skills, including a confident and friendly telephone manner.
- Able to work as part of a team and on own initiative.
- Helpful attitude and willingness to assist others.
- Ability to attend to detail and maintain accuracy.
- Ability to maintain client confidentiality
- Well organised and able to meet deadlines.
- Ability and willingness to multitask
- A sense of humour and positive 'can do' attitude.
- Prepared to be flexible with working hours where required. We are a small office and often have to juggle hours to ensure adequate cover in the office. Hours may include early evening work and vary to cover colleague's holidays and sickness.

Desirable (but not essential)

- Experience of working in the voluntary sector in a paid or voluntary capacity.
- Familiar with appointments software, facebook and Twitter
- Experience with HTML and /or CSS
- Experience of working with CMS (content management system)
- Experience of working with and editing websites

This post is subject to a DBS check.