

## The Minster Centre Job Description

### MCPCS Administrator

#### Terms and conditions

<b>Hours:</b>	Initially 7 hours per week, ideally split over two days. If the volume of client enquiries increases more hours may be offered
<b>Salary range:</b>	£22,000 pro rata (£4,440) per year
<b>Contract:</b>	Permanent
<b>Annual leave:</b>	33 days (including bank holidays) pro rata
<b>Reports to:</b>	MCPCS Coordinator

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#### Background and summary of the job

The Minster Centre recognises that the individual relates to a wider social fabric and has a responsibility to individuals within society. We, therefore, strive to offer a high-quality and affordable Psychotherapy and Counselling service to the community and to offer our trainees an experience underpinned by our values. The Minster Centre Psychotherapy & Counselling Service Administrator will work with the Co-ordinator to ensure the smooth running of the service and support in its continuing development.

#### Duties and responsibilities

##### Enquiries – Assessment – Allocation

- Dealing with phone and email enquiries.
- Emailing Assessment Application Forms, assessing suitability of enquirer for service – asking for additional help when required from MCPCS Coordinator.
- Making appointments with enquirer for assessment.
- Taking payment for assessment or arranging payment.
- Ensuring all monies are dealt with according to financial procedures.

##### DBS

- Managing the Disclosure and Baring Service (DBS) checks for students, and Minster Centre (MC) members.
- Keeping records of DBS information on Access Database, and Excel.

## Administration

- Providing strong administrative support to the MCPCS Coordinator.
- Providing regular detailed data information to the MCPCS Coordinator, including reports from Access Database about functionality of service.
- Ensuring the service has sufficient paperwork available to operate effectively: Assessment packs; Allocation packs; student forms.
- Inputting data from paper records onto the Access Database, and keeping the database up-to-date.
- Keeping the filing system up to date and archiving files as and when appropriate.
- Assisting Coordinator, and Deputy Director overseeing MCPCS, with additional tasks as and when requested.

This is not an exhaustive list of duties and responsibilities. The post holder may be required to undertake other duties which fall within the ambit of the role, in discussion with the MCPCS Coordinator or Deputy Director.

The post holder is expected to comply with all relevant policies, procedures and guidelines of The Minster Centre, including those on Equal Opportunities, Health and Safety and the Data Protection Act.

## Person Specification

The Person Specification focuses on the knowledge, skills, experience and qualifications required to undertake the role effectively. Please ensure that your application demonstrates how you meet the essential criteria. You will be assessed by your completed application form, at interview if shortlisted, and, in some instances, through an exercise.

	<b>Essential</b>	<b>Desirable</b>
Qualifications and knowledge		Experience/understanding of the aims and benefits of psychotherapy and counselling
Skills/Abilities	<p><b>Communication skills</b>            Good communication skills, including a warm, welcoming, and friendly manner.</p> <p>Ability to speak to a range of service users: enquirers, students, staff.</p> <p>A good command of written and spoken English.</p> <p>Ability to communicate information in a clear and concise manner, whilst maintaining approachability.</p> <p>Ability to handle possibly challenging situations on the phone.</p> <p><b>Office skills</b>            Proven organisational skills, with ability to prioritise work and meet deadlines.</p> <p>Knowledge and experience of Salesforce, Access or Excel databases.</p> <p>Proven knowledge of the use of Microsoft Office, Outlook and Explorer in an office environment.</p> <p>Proven ability to input data accurately.</p> <p>Proven ability to plan ahead and take initiative when required.</p> <p>Proven ability to learn new systems.</p>	

Relevant Experience	Experience of working in a small, busy office.	<p>Experience of office management.</p> <p>Experience of managing Disclosure and Baring Service (DBS) checks.</p> <p>Experience of Access Database: amending design and layout, generating reports, and analysing data.</p> <p>Experience of change management, service evaluation and service improvement.</p> <p>Experience of working in a mental health, counselling or psychotherapy environment.</p>
Qualities/ Disposition	<p>Friendly pleasant manner.</p> <p>An enthusiastic and flexible approach to work</p> <p>Conscientious and diligent</p> <p>Ability to work in a multi-cultural setting and to appreciate and respect diversity and difference</p> <p>A commitment to the Minster Centre's ethos and values.</p> <p>Empathy with the needs of teachers and students in a vocational therapeutic environment</p>	

This post is exempt from the Rehabilitation of Offenders Act 1974 and therefore applicants are required to declare any convictions, cautions, reprimands and final warnings that are not protected on the form provided.

Please complete the application form and declaration and send it to our Operations Manager, Justine Walsh: [justine@minstercentre.org.uk](mailto:justine@minstercentre.org.uk)

The closing date for applications is: 6pm on Thursday 26<sup>th</sup> April

**Interview date: Friday 11<sup>th</sup> May 2018**