We have a vacancy for a part-time Admin Clerk, offering flexible working hours with the potential to take on additional responsibilities to develop the role further.

Working to support the Charity founders, who co-ordinate the referrals and finances, along with the Business Support Officer, there will be data entry and general administration work required.

**Financial Responsibilities**

* Maintaining the client session log with detail about a client’s attendance.
* Raising invoices for clients in relation to the agreed terms with each referrer/payee.
* Processing bills to be paid on Xero.

**Office support**

* Dealing with the general public, clients, professionals and relevant organisations via telephone, email or in person with regards initial enquiries, queries or ongoing matters pertaining to clients.
* Ensure all printing and stationary materials are kept in order and in stock.
* Assisting with managing electronic files and the network; including organising files stored on the network and providing relevant permissions to team members for appropriate documents.
* Update documents or folder setup as required in relation to changes in working practices.
* Ensure the organisations procedural documents, templates and proformas are kept up to date in line with any policy or organisational changes.

**General**

* Support the referrals process - After allocation of new clients, inputting client data into the client lists and session logs, and creating client folders for use during therapy.
* Support changes to procedures, working documents and systems to improve business operations.
* Assisting the team with our project to become a paperless office.
* Conducting frequent stock takes of craft materials needed for play therapy sessions. Tidying

stores and topping up supplies from stocks.

* Filing and archiving paperwork and records, as required.

**Essential Skills**

* Computer Literate
* Good Telephone Manner
* Attention to detail
* Excellent administrative skills
* Respect and awareness for confidentiality
* Good Interpersonal and communication skills
* Excellent organisation and time management skills
* Demonstrate an understanding of developing equal opportunities and diversity

**Desirable Skills**

* Working knowledge and experience of a finance package e.g. Xero
* Experience and knowledge of processing in a variety of software packages, including manipulation of data and spreadsheets in MS Word and Excel
* Flexibility in approach and ability to adapt to rapidly changing priorities
* Knowledge of social media and marketing
* Recognition of the importance of working to improve children’s mental health
* Ability to research fundraising and income generating opportunities
* Basic understanding of computer and printer hardware to enable support of the in-house team and instructing the external support company
* A can-do attitude and ability to problem solve with a calm and practical approach