



## Basildon Mind Job Description

<b>Job Title:</b>	Office Manager
<b>Salary:</b>	£11:50 per hour (£12,558 annually for 21 hours per week)
<b>Hours:</b>	21 hours per week (with possibility to extend to 28 hours)
<b>Term:</b>	12-month fixed term contract
<b>Annual Leave:</b>	25 days including Bank Holidays (pro-rata)
<b>Line Management:</b>	Counselling Manager
<b>Accountable to:</b>	Chief Executive Officer Board of Trustees

**Experience:** A highly organised, driven, respected, self-starter, who is open-minded and receptive to new ideas. Able to manage a small team, be committed to 'going digital' and delivering excellent customer service.

### **Summary:**

We are seeking a passionate and enthusiastic Office Manager to join our busy Counselling service. Candidates should enjoy working as part of a team, be able to work under pressure, be attentive to detail, committed to driving the digital agenda, reducing paperwork & manual systems and have excellent communication skills.

### **Job Purpose:**

To deliver a first-class Helpline service and administrative support system for our Counselling service whilst being committed to and promoting Basildon Mind's vision, aims, objectives and values. Assisting the Counselling Manager and CEO in the smooth running of the Helpline and administration systems for Basildon Mind's Counselling function.

### **Main Duties and Responsibilities**

- Lead the recruitment and training of Helpliners & Receptionists ensuring sufficient resources to deliver an excellent Helpline / Counselling support service at all times
- Collect and analyse evaluation information about the Helpline.
- Implement a Helpliner Supervision process (assisted by others).
- Supervise volunteer Helpliners and Receptionists
- Manage the Counselling Waiting Lists and oversee 'Allocation' to Counsellors ASAP
- Ensure non-face-to-face counselling is planned and organised in line with BACP guidelines and Basildon Mind's Remote Counselling Policy.
- Ensure all payments are logged appropriately to enable counselling payment

reconciliation and drive the 'cashless' agenda.

- With the Counselling Manager lead the expansion of Counselling and the Helpline service into the East Walk site.
- Lead a working group to investigate and implement an electronic diary.
- Be a keyholder, responsible to open/close the Whitmore Way & East Walk buildings and set the alarm.
- Manage own time and workload effectively, to maintain own wellbeing.
- Perform all other duties as may reasonably be expected of your line manager

### **Training**

- Lead on the training of volunteer Helpliners and Counselling Receptionists
- Regularly review and update structured Training programmes
- Train new volunteers e.g., Helpliners & Receptionists on systems related to their role
- Ensure induction training for new Helpliners & Receptionists is carried out for Safeguarding, Health & Safety, GDPR and Equality, Diversity & Inclusion

### **Communication**

- Manage communication to all volunteers and staff at Whitmore Way, and lead on the introduction of MS teams.
- Ensure that all communication takes place in a manner that is consistent with legislation, policies and procedures.
- Develop measures to improve communications where barriers exist.
- Ensure that information on the website relating to Counselling services is accurate and kept up to date
- Communicate with people in a manner that is consistent with their level of understanding, culture and background.

### **Quality**

- Ensure full compliance with GDPR, including regular review and purging of archived data
- Ensure the (currently paper) counselling diaries are always up to date.
- Ensure all counselling rooms are utilised as highly as possible.
- Ensure Counselling Contracts are in place before counselling starts
- Encourage service users' involvement in service design and evaluation.
- Keep up to date with best practice and contribute to the continuous improvement of the service.
- Present a positive image of Basildon Mind
- Work effectively within your immediate team and as part of the whole organisation.

Basildon Mind is an Equal Opportunities employer, for whom life experience as well as formal qualifications, work experience and lived mental health experience is valid.

### **Standard Clauses**

- To work in accordance with Basildon Mind's Aims and Objectives.
- To contribute to the development of best practice with the service.
- To undertake training as necessary to promote the development of skills and knowledge.
- To receive supervision, appraisal and to attend regular staff meetings.
- To promote awareness of and commitment to the Organisation's Equality and Diversity Policy in relation to employment and service delivery.
- To ensure compliance with Southend, Essex and Thurrock (SET) Safeguarding guidance and procedures.
- To ensure full compliance with the Health & Safety at Work Act 1974, the Organisation's Health and Safety Policy, delegated responsibilities, and all locally agreed safe methods of work.
- All employees have a responsibility and a legal obligation to ensure that information processed for both patients and staff is kept accurate, confidential, secure and in line with GDPR, and the Data Protection, Physical and Environmental Security and Confidentiality Policies.
- Actively support and promote Basildon Mind's fundraising activities as part of day-to-day activities.
- It is the responsibility of all staff that they do not abuse their official position for personal gain, to seek advantage of further private business or other interests in the course of their official duties.
- This Job Description does not provide an exhaustive list of duties and may be reviewed in conjunction with the post holder in light of service development.

**Equal Opportunities:** The post comes under the terms of Mind's Equal Opportunities Policy.

**Basildon Mind  
Person Specification  
Office Manager**

	<b>Essential</b>	<b>Desirable</b>
<b>Qualification</b>	<p>GCSE in Maths &amp; English</p> <p>Experience of using Microsoft Office (Outlook, Word, Excel)</p> <p>Good general education</p>	<p>Recognised Helpline qualification (e.g., 'Foundation' Samaritans Training)</p> <p>Recognised management qualification</p>
<b>Experience</b>	<p>Experience of working within or providing a helpline/call centre.</p> <p>Experience of managing a small team or office</p> <p>Experience of signposting and safeguarding and liaising with other organisations</p>	<p>Experience answering 'Helpline' calls</p> <p>Experience of service monitoring and evaluation</p> <p>Experience of working in a team environment</p>
<b>Knowledge of</b>	<p>Understanding of mental health issues and the impact of social factors.</p>	<p>Safeguarding principles</p> <p>CRM systems</p> <p>Knowledge of organisations within the area of operation, that could provide additional support to service users.</p>
<b>Skills &amp; Competencies</b>	<p>Good organisational, project management and IT skills</p> <p>Good communication, oral, written, and interpersonal skills</p> <p>Effective administrative, organisational and problem- solving skills.</p> <p>IT skills using a range of current and relevant packages and able to communicate via digital means i.e., telephone, email, zoom, MS Teams.</p> <p>Receptive to new ideas, doesn't accept status quo; likes change</p> <p>Ability to communicate effectively with a wide range of people,</p>	<p>Understanding of a CRM system, its purpose and use</p> <p>Understanding of VOIP phone systems and their features</p>

	including Clients, Managers, Trustees & the general public  Good people management skills	
<b>Other Requirements</b>	Flexible working to meet the needs of the service.  Enthusiastic and motivational, with a strong 'can do' attitude.  Self-awareness and understanding of own strengths and limitations and impact of personal style and approach on others.  Strong team working ethos	

Job Holder	Signature
	Date
Manager	Signature
	Date