

REFUGEE THERAPY CENTRE

PA / Administrator

Job Description

Job Title:	PA / Administrator
Accountable to:	Director
Working Hours:	full time (40 hours)
Salary scale:	£16,241 - £22,086 based on skills and experience (inclusive of London weighting)

Introducing the Work of the Refugee Therapy Centre

The Refugee Therapy Centre is a small and friendly charity providing psychotherapy and counselling to refugees and asylum seekers in their own languages. Our focus is on helping individuals and families who have suffered to come to terms and move on from their experiences and to enable them to regain control and enjoyment of their lives. Working in 21 languages, we aim to respond sensitively and respectfully to the cultural and linguistic needs of refugees and asylum seekers.

Brief Description: The post-holder will provide administrative support to the Director in all areas of her work. S/he will also assist the Director in ensuring the smooth running of the Centre's office and administrative systems. S/he must have very strong organisational, IT and communication skills, and the ability to work as part of a small team as well as independently. Due to the nature of the work an appreciation of confidentiality at all times is essential.

Duties as PA to the Director

1. Liaising with administrative staff and therapists on behalf of the Director, as instructed.
2. Day-to-day planning and organisation of the Director's diaries. The preparation of the Director's daily appointments list; dealing with requests for appointments and cancellations.
3. Taking telephone messages and making calls on behalf of the Director.
4. Collating incoming mail and answering correspondence as instructed.
5. Copy and audio typing of correspondence, meeting minutes, reports, forms, patient notes, appointment letters etc., as required.
6. Assisting and working closely with the Director in the preparation of funding and other written applications and reports.
7. Attending, minuting and reporting meetings to the Director as and when delegated.
8. Undertaking all other reasonable duties as requested by the Director.

Duties to ensure the smooth running of the office

1. Maintaining effective administrative systems; ensuring good practice and confidentiality of data in the office and in general.
2. Overseeing and managing RTC's databases containing details of patients, therapists, supporters, sources of funding and all other such information, and creating new databases where required.
3. Extracting information and statistics from RTC's databases in the form of lists, reports, mail merges etc. on a regular basis and as required by the Clinical Director.
4. Overall responsibility for maintaining a comprehensive filing system.
5. Responsibility for maintaining up to date and accurate personnel records.
6. Photocopying and other forms of reprography and printing, when required.
7. Overseeing the booking of rooms and organisation of facilities for therapists and management when necessary.
8. Holding office security keys and sharing responsibility with other key holders for opening and locking doors am/pm; ensuring that confidential files are locked away at all times and ensuring that no unauthorised person is permitted to enter the office environment.

Person Specification

Essential:

1. At least two year's experience in an administrative role.
2. Excellent organisational skills and familiarity with office procedures.
3. Strong IT skills, including the use of word processing, databases and other computer packages, especially Microsoft Word and Excel, and with very good knowledge and competency in Microsoft **Access**.
4. Excellent communication skills both verbal and written.
5. Ability to deal with a wide range of duties, to manage work priorities and meet strict deadlines.
6. Understanding and adherence to the policy of confidentiality.
7. Must have a welcoming manner towards all clients and enquirers and the ability to provide hospitality to visitors meeting with the Clinical Director.
8. Commitment to and understanding of the Equal Opportunities Policy and the implementation of this in carrying out your duties.

Desirable:

1. Related experience in health care services, community/social services, or the charity sector.
2. Knowledge of issues relevant to and/or experience working with refugees and asylum-seekers.
3. Knowledge of QuickBooks accounting.