

## JOB DESCRIPTION

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Job Title:	Support Services Administrator (Counselling Service)
Department:	Support Services Team
Reporting to:	Support Services Administration Manager
Location:	Head Office/Home

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### PURPOSE OF ROLE

The Support Services Team provides services to cancer patients and their families across Wales in a range of settings. The postholder will be responsible for the smooth and efficient running of the administration processes for the Counselling services within the Support Services department.

### MAIN DUTIES AND RESPONSIBILITIES

Provide full administrative support to the Counselling Service within the Support Services department, including:

- Support with the design and development of all administrative processes for the Counselling service.
- Responsible for inputting, updating and maintaining all administration for the Counselling service.
- Act as first point of contact for internal and external enquiries to the Counselling Service including gathering initial information for assessment of need.
- Take referrals for the counselling service and in some circumstances for other support services from clients and healthcare professionals as part of our holistic service offer.
- Be familiar with all of our Support Services and be able to communicate this effectively
- Take incoming calls as required.
- Maintain a diary system and manage counsellor calendars.
- Provide administrative support for group work sessions including sending out invites and arranging appointments etc.
- Support the counselling service with sending out standard letters to clients and health care professionals.
- Responsible for data entry onto the organisation's key database systems.
- Processing purchase orders, credit card payments and sales invoice requests, and liaising with the Finance team.
- Booking travel and accommodation for colleagues as required.
- Processing all incoming and outgoing mail, undertaking photocopying, scanning, uploading, faxing and filing as required.
- Preparing and provide information packs as required.

## **FLEXIBILITY STATEMENT**

In addition to the duties and responsibilities outlines, you must be prepared to undertake such additional duties which may result from changing circumstances, but which may not of necessity change the general character or level of responsibility to the post.

## **CONFIDENTIALITY**

Ensure, in the course of employment, complete confidentiality is maintained in respect of the Charity, its dealings, transactions, affairs and all other information relating to clients, participants, associates, staff etc. and to ensure that all information relating to the above is processed in accordance with the Data Protection Act 2018 and the EU General Data Protection Regulation ('GDPR')

## **COMPETENCE**

You are responsible for limiting your actions to those which you feel competent to undertake. If you have any doubts about your competence during the course of your duties you should immediately speak to your line manager.

## **RISK MANAGEMENT**

It is a standard element of the role and everyone's responsibility to fulfil a proactive role to the management of risk in all of their actions. This involves the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

## **HEALTH AND SAFETY REQUIREMENTS**

All employees of the Charity have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable the Charity to meet its own legal duties and to report any hazardous situations or defective equipment.

## **SMOKING**

All employees, whilst in Tenovus Cancer Care's employment, are required to adhere to the Charity's no smoking policy. Any breach of this policy will be deemed as gross misconduct.

## **WORKING WITH VOLUNTEERS**

All employees, whilst in Tenovus Cancer Care's employment, may be required to recruit and manage volunteers. This is an expectation for all roles at Tenovus and full support will be provided by Tenovus' Volunteering department.

## **EQUAL OPPORTUNITIES**

The Charity is committed to providing equal opportunities in employment and to avoiding unlawful discrimination in employment and against customers. All employees are expected to promote equal opportunities for staff and clients in accordance with the Charity's Equal Opportunity Policy and Procedure.

## **VALUES**

The charity works within a culture that reflects the following values – Respectful, Bold, Creative, Supportive and Inspiring. All employees are expected to demonstrate and reflect these values in their day to day activities.

## PERSON SPECIFICATION

	Essential	Desirable
<b>Experience &amp; Knowledge</b>		
Experience of administrative work in a fast-paced and high-volume environment	●	
Experience of working in a healthcare environment in a similar role	●	
Experience of providing customer service over the telephone	●	
Experience of data entry via CRM systems	●	
Experience of working with volunteers		●
Experience of working in a charity and/or with cancer services		●
Experience of dealing with sensitive information, and respecting confidentiality	●	
Experience of dealing with complex customer queries		●
<b>Skills</b>		
Strong organisational skills, with the ability to multi-task, prioritise and manage time effectively	●	
Excellent verbal and written communication and interpersonal skills	●	
High level of accuracy and attention to detail	●	
Excellent MS Word, Excel, Outlook and database skills	●	
Able to work to deadlines	●	
Ability to problem solve	●	
Able to work on own initiative and as part of a team	●	
Able to deal with issues calmly, effectively and in a professional manner	●	
Ability to speak, understand and communicate in Welsh		●