



Company Number 12756814 info@umattercounselling.co.uk

Job role: Administrator (within the field of Psychology) (Full time)

U Matter practise:

U Matter is looking to hire an experienced administrator within the field of Psychology, to join our team. U Matter is a private practise with the head office based in Greenwich, London, that supports, empowers and provides; the emotional and psychological support, advice and expertise as well as signposting, to our service users, referral organisations and different members of communities that we support.

If you feel that you have the drive, ambition and desire to help make a change, please send us an email alongside your CV & Cover letter to: info@umattercounselling.co.uk.

For more information about the U Matter practise, please visit our website on: www.umattercounselling.co.uk

Job Role:

Reporting to the director, this role will provide a full and effective comprehensive range of administrative support; to the psychological interventions team, as well as the wider team, when required.

This role also provides a range of PA support to the Director of U Matter and will apply a wide range of administrative skills and knowledge.

The postholder will continue to develop effective administrative processes and systems to enhance quality – including being pro-active in making proposals to change.

Please see key-tasks below for a detailed outline of the job role. Please refer to the advert and Person Specification when applying for this role. Any applicants that do not meet the person specification will not be considered for the application.

Conditions of service:

Title: Administrator, Psychology

Location: Greenwich, London

Reporting to: Director of U Matter & HR lead.

Salary scale: £19,902 to £22,683 per annum

Hours and days: Full time | Based in the head office location (Greenwich) | 40 Hours per week | Monday to Friday | Office hours are 8:00am- 5:00pm.

Job statues: Fixed term/ permanent

Notice period: One Month.

The conditions above are for information purposes only and may be subject to variation. They do not form the basis of a legal contract.



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Key Tasks:

These will include but not be restricted to:

Support and maintain appropriate and effective office management systems to ensure a smooth flow of information within the department. Working proactively, suggesting and implementing changes to local procedures and processes to improve efficiency, where appropriate.

Be responsible for the day-to-day management of the office and the development, implementation and maintenance of office practices and procedures as determined by directorate.

Deal with non-routine enquiries received by the practice, sending out all the relevant documents/other information as requested, providing direct support for all enquiries, progress chasing and problem solving.

Provide key support to the Director, including diary/email management, meeting coordination and pro-active administrative support.

Carry out a range of administrative tasks applicable to the company and be able to provide cover for other team members as and when required.

Organise and co-ordinate meetings/ training events/project or steering group meetings for the team, organising diaries, taking and distributing minutes, preparing materials/delegate packs and arranging what may be needed. Work proactively suggesting and implementing changes to policies out with own role but within the practise and team.

Enter quality feedback and other data to databases and spreadsheets to a high level of accuracy and efficiency and support psychological staff in the production and dissemination of routine reports as needed.

Collate and evaluate information gathered via forms, reports and other information.

To sort, distribute and prioritise incoming mail, using judgement and experience to decide which correspondence is passed to the team and which is retained for action as appropriate.

Maintain practise databases and ensure all filing is kept up to date.

Monitors and reviews financial information for the practise to ensure that they are consistent with guidelines and to make recommendations for efficiencies and service redesign as an ongoing job responsibility.

The postholder will carry out duties deemed reasonable to their role and band.



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Person specification:

Essential Criteria – these are attributes without which a candidate would not be able to undertake the full remit of the role. Applicants who do not clearly demonstrate in their application that they possess the essential requirements will normally be eliminated at the short-listing stage.

Desirable Criteria – these are attributes which would be useful for the candidate to hold. When short listing, these criteria will be considered when more than one applicant meets the essential criteria.

Means of Assessment – please note that candidates invited for interview will be notified if there will be a requirement to undertake a test or presentation. These additional assessments may be used to judge one or more criteria within the factor.

<i>FACTORS</i>	<i>ESSENTIALS</i>	<i>DESIRABLE</i>	<i>MEANS OF ASSESSMENT</i>
<i>Education and Professional Qualifications & Clear DBS.</i>	<i>Educated to honours degree or equivalent in; counselling, psychology or psychotherapy. Clean DBS Check.</i>		<i>Application Pre-Employment checks DBS Check.</i>
<i>Experience/Training (including research if appropriate)</i>	<i>Demonstrable experience of an office environment and providing administrative support.</i>	<i>Previous admin experience within the mental health sector, higher education or equivalent or sector experience</i>	<i>Application Interview</i>
<i>Specific Skills and Knowledge</i>	<i>-Proficient user of Microsoft Office programs (including Excel, Access, Powerpoint) -Ability to use email and the web effectively - Knowledge of a range of office procedures and diary management</i>	<i>Demonstrable understanding of working with databases Demonstrate the terminology and form of professional writing required within the field</i>	<i>Application Interview Assessment day</i>



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	<p><i>-Excellent organisational skills</i></p> <p><i>-Minute taking experience/skills</i></p> <p><i>-Ability to work on own initiative and under pressure, planning and prioritising daily tasks to meet set deadlines</i></p> <p><i>-Ability to write and support in psychological reports and letters.</i></p> <p><i>-Proficient in the English language, in both speaking, reading and writing.</i></p>	<i>of mental health.</i>	
<i>Personal Attributes</i>	<p><i>Confident and appropriate communicator with strong interpersonal skills</i></p> <p><i>Ability to build effective working relationships with staff at all levels</i></p> <p><i>Be able to prioritise workload and cope with challenging deadlines, flexible, adaptable and open to change.</i></p> <p><i>Empathic and attentive</i></p>		<i>Interview</i>
<i>Other Factors</i>	<p><i>Commitment to working within the role for at least a year, is able to work full time and commit to the job role.</i></p>		<i>Interview</i>



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