



Job Title: Office & Reception Administrator	Hours: 35 hours over 5 days. (Mon – Fri) (9.15 - 5.15pm - Monday – Thursday 9.30am - 3pm Friday)	Location: The Creative Living Centre, 1A Rectory Lane, Prestwich, M25 1BP
Reporting to: Operations Manager	Key responsibility: To support with the effective running and delivery of a high-quality mental health support service.	Pay: £24,479 actual [Real Living Wage] (FTE – £27,976)

About the Creative Living Centre

CLC offers a person-centred holistic approach to supporting people experiencing poor emotional wellbeing and poor mental health. Being person-centred means, we treat people with dignity and respect and help them to develop the knowledge, skills and confidence they need to effectively manage their own mental wellbeing and mental health. This is done in a way that is coordinated and tailored to the needs of the individual. A holistic approach means thinking about the whole person, considering their emotional, occupational, physical, social, intellectual, and spiritual needs.

Job summary:

This role will be the first point of contact both face to face and through the telephone therefore we are seeking someone who is empathetic, can multitask, remain calm under pressure, and highly organised.

You will be responsible for supporting Staff and Volunteers of the Creative Living Centre in delivering an efficient and effective service for our members. This will include:

- Ensuring the front Reception is appropriately staffed and operational.
- Providing effective and efficient administrative support to the organisation.
- Managing money including petty cash, card payments, cashing up
- Contributing to the overall running of a safe and effective service by carrying out regular health and safety checks, fire safety and other monitoring tasks.

Key responsibilities:

- Supporting the management team:
 - On day-to-day operational matters acting as a first point of contact for Staff, Volunteers, Activity Leaders and Therapists/Counsellors.
 - Ensuring organisation and communication around dates and meetings.
 - Setting up, monitoring and maintaining the operational file of the Centre including policies and procedures, e.g. Safeguarding, Health and Safety, Lone Working, CCTV.
- Overseeing data collection and outcomes
 - Ensuring registers are kept for all classes, groups, therapies and activities
 - Assisting in the collection of qualitative data such as Member's comments, stories, etc.
 - Ensuring that all registers, attendance sheets, and Member details are entered on the Centre database (Iamplight) on a regular timely basis.
 - Supporting the production of activity reports using information from the database.
 - Overseeing the Centre's database functions and support staff in its use.
- Overseeing front reception functions
 - Ensuring that a front-line initial enquiry and reception service is appropriate, knowledgeable and welcoming. This may include calls from distressed individuals reaching out for support
 - Dealing with all member and walk-in enquiries.
 - Managing the Reception Volunteer's workload on a day-to-day basis.

- Ensuring that administrative support is available as required, including photocopying, diary management, correspondence, etc.
- Sending reminders for appointments
- Ensuring all Front Reception forms and paperwork (e.g., New Member packs, sign in/out sheets) are available and up to date.
- Taking new Member referral information.
- Keeping an overview of room use for classes and activities to ensure smooth delivery.
- Providing general administrative support
 - Liaising with external individuals and groups wishing to use the Centre and maintain room booking calendar and systems.
 - Supporting with the management of waiting lists
 - Ensuring centre noticeboards are kept relevant and up to date.
 - Assisting in organising events at the Centre (e.g., the AGM, fundraising days, etc.)
 - Dealing with petty cash payments, e.g., expenses.
- Health and safety support
 - Carrying out the Centre's monthly health and safety checks, completing the agreed checklist. Reports any risks and issues to the Centre Manager as soon as they become aware.
 - CCTV monitoring: carry out weekly checks to ensure the CCTV system is operating correctly. Reporting any risks and issues to the Manager as soon as they become aware.
 - Fire alarm: Carry out the weekly fire alarm test.
 - Personal safety devices: carrying out a weekly check to ensures all devices are correctly paired with a receiver and are working properly. Ensure all devices are signed out and in each day.
- Other:
 - Be aware of and comply with the Centre's policies for Safeguarding, Lone Working, Health and Safety, Confidentiality, Fire Safety (and any other relevant policies), and to follow the Centre Agreement.
 - Take part in supervision sessions, team meetings and ongoing training and development opportunities as part of Continuous Professional Development (CPD).
 - To support with community and outreach activities to support the mission of the CLC

Other responsibilities:

- To represent the CLC appropriately and effectively at all times
- Comply with CLC policies, procedures, management and monitoring systems
- Other duties as requested by the Centre Manager.
- All CLC employees are expected to demonstrate a commitment to the values and code of practice.

This role requires the jobholder to satisfactorily complete an Enhanced DBS check.

Person Specification

Experience	
Essential	Desirable
<ul style="list-style-type: none"> • Proven experience of working with members of the public. • Customer service experience both, face to face and on the telephone. • Strong organisational and time management skills with the ability to prioritise and multitask. • Ability to establish and maintain professional boundaries • Able to maintain confidentiality. 	<ul style="list-style-type: none"> • Working within charities or similar organisations. • Working with people with a range of mental health needs. • Experience of working alongside volunteers • Cash / card handling experience • Diary management / room booking experience • Experience designing promotional materials through Canva
Knowledge and Qualifications	
Essential	Desirable
<ul style="list-style-type: none"> • Knowledge of mental health support services, or an understanding of the challenges faced by those with a range of mental health needs. • Excellent IT skills, in particular Microsoft 365 • Be willing to undertake and training and development opportunities that support your development in the role • A belief in and passion for CLC's mission, vision and values. 	<ul style="list-style-type: none"> • Health and safety knowledge and experience (including fire safety) • Knowledge and / or experience of Data Protection. • Relevant qualification in Mental Health • Knowledge of the Bury area and services that can be a point of referral / signposting • Designated Safeguarding Lead Training or Safeguarding to Level 2 or 3
Personal Attributes	
Essential	Desirable
<ul style="list-style-type: none"> • Ability to effectively manage multiple priorities. • Flexible and adaptable to deal with unpredictable situations. • Ability to respond to challenging conversations and crisis calls in an empathetic and respectful way • Able to deal with complex and challenging issues in a calm and positive way. • Highly organised. • Ability to motivate self and others. • Building and maintain positive relationships with a variety of individuals. 	<ul style="list-style-type: none"> • Able to develop relationships with external organisations and stakeholders.

<ul style="list-style-type: none">• Forward thinking and proactive• Excellent communication skills.• Ability to communicate in a range of styles to meet individual needs	
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Application Process

Please send a CV, cover letter demonstrating how you meet the criteria to:

Emma.folkerts@creativelivingcentre.org.uk

Further information can be found at <https://www.creativelivingcentre.org.uk/work-with-us.html> . The closing date for applications is Friday 15th May.

For enquiries or for an informal discussion about the role, please contact us by emailing emma.folkerts@creativelivingcentre.org.uk, or by calling 0161 696 7501 and asking to speak to one of the centre managers.