

Job Description

Job Title:	Team Assistant, Client Services
Reports to:	Chief Executive
Works with:	Business Psychologist, Practice Manager, Assistant Business Psychologists, Bookkeeper and Company Secretary
Holidays:	30 days including bank holidays, plus day-off on birthday (31)
Salary:	£22-25,000 (depending on experience)
Work pattern:	Full time, 37.5 hours per week
Location:	North Manchester

General Description of Duties:

- Support and be an integral part of this values based close knit team who pride themselves on delivering excellent occupational psychology services to their clients
- Handles client communications focused on outstanding customer care through personalised approach
- Provides an efficient and effective admin support to the Chief Executive and Business Psychologist's team
- Carries out any administrative tasks to support the consultancy team and the business

Client Services

- To be first point of contact on behalf of the Impact team
- Take and forward accurate messages in a timely manner
- Answering the phone, responding with the agreed corporate greeting as first point of contact and directing the call to the correct person
- Provide information for coaching interventions, contracts etc to clients before first meetings
- Organise hospitality refreshments for meetings and visitors
- Update and manage project management system (i.e. Monday.com)
- Log enquiries on our project management system (i.e. Monday.com)
- Generate files for projects (electronic or hardcopy)
- Send proposals and client confirmation forms (CCFs) to clients and update our project management system accordingly
- Ensure that CCFs have been signed and returned
- Chase CCFs and PO numbers
- Collate purchase order numbers to assist Practice Manager
- Liaise with clients re. consultancy delivery requirements (e.g. dietary needs, room layout, etc.)

Administrative Assistance

- Comprehensive diary management and ensuring Chief Executive/associated team members are briefed and ready for meetings and appointments (identify dates for consultancy delivery, preparation and client/associates' meetings or calls, working with Business Psychologist)
- Typing of confidential correspondence, reports, training materials and minutes of meetings promptly and accurately from hard copy

- Filter and prioritise correspondence for Chief Executive as appropriate
- Be proactive in drafting letters and memos using own initiative as appropriate within agreed deadlines
- Receive and process mail, telephone messages and email messages on own initiative as far as possible or in accordance with instructions
- Work flexibly with the other staff including our Business Psychologists and the Bookkeeper providing other support to maintain an efficient service in the office, especially in times of absence, i.e. annual and sickness leave
- Monitor the Chief Executive's and the office's general account emails
- Take responsibility for day to day planning and prioritising of their workload and be proactive to ensure that the Team's requirements are met
- Establish and maintain effective manual and electronic bring forward, follow-up and filing systems for the Chief Executive
- Prior planning and preparation of agendas and other relevant information for daily meetings and appointments
- To take control and responsibility for arranging and servicing meetings, including note taking in meetings, agreeing the agenda with the team, preparation/distribution of relevant information etc.
- Support the team with proof reading reports and publications
- Identify and implement continuous improvements to systems and practices
- Cover for Practice Manager in their absence

Resource Management

- Book train travel, hotels, venues, conferences and courses
- Organise conference venues including catering and accommodation
- Collect, disseminate and send out the office post

Person Specification

Qualifications:

- Minimum of A level education
- Degree or equivalent

Experience of:

- Minimum of 5-year relevant work experience (essential)
- A busy office environment (appointment making, diary management)
- Using office administration systems (Monday.com highly desirable)
- Creating electronic records, electronic filing systems
- Being a team player who is willing to engage with the team, help with other administrative duties and support within other areas of the business as requested

Skills:

- Computer literate, with a good knowledge of Microsoft packages, Conference Calls, Word, Power Point, Outlook and Excel
- Advanced knowledge of a range of administrative procedures including diary management and arranging appointments
- Organising and planning, managing to work at pace and to tight deadlines with competing priorities
- Written and verbal communication, having a good command of the English language, including grammar and punctuation
- Using initiative, working autonomously and having a can-do attitude
- Problem solving and maintaining a clear focus under pressure
- Paying attention to detail
- Creating rapport with clients and excellent customer skills
- Resilience and handling challenging conversations

Values and approach

- Motivation for excellence
- Diversity and inclusion
- Integrity
- Respect for confidentiality
- Collaborative working

Requirements:

Please note we operate a non-smoker policy