

JOB DESCRIPTION

Grief Encounter was set up in December 2003 to ensure that bereaved children and their families receive the best possible support following the death of a significant other. We deliver both local and national bereavement services, including a national helpline and online service.

JOB TITLE:	Business Support Manager (Clinical)
SECTION;	Clinical Services
SALARY:	£28,000 - £35,000 per annum (dependent on experience)
LOCATION/BASE:	Grief Encounter Office, Mill Hill, London
CONTRACTED HOURS:	35 hours per week (40 hours with a 1 hour paid rest break per day)
RESPONSIBLE TO:	Clinical Services Director

JOB SUMMARY

- ❖ Provides administrative and organisational support for the Clinical Services Director.
- ❖ Supports the Clinical Services Team, (which comprises Intake and Access, a 'triage' team assessing the level and type of support required by our service users/clients and potential clients, GriefTalk, an online support helpline for immediate response, clinical counsellors, therapists, practitioners, trainees and volunteers), by developing systems and processes to ensure Clinical protocols operate efficiently and effectively.
- ❖ Provides data, reporting and financial management oversight within the Clinical Services team.

The post holder must be respectful, non-judgmental and empathic towards clients and colleagues. They will have respect for confidentiality and boundaries, have a sense of responsibility and commitment to organisational excellence. They will need to be clear thinking and forward looking, creative and enthusiastic with a flexible attitude to work and will have Integrity, honesty and professionalism.

MAIN DUTIES & RESPONSIBILITIES

General

- Provides administrative services for the Clinical Services Director, including travel bookings and diary support

- Organises Clinical Management Team, Clinical Operations Group, Senior Management Team and other high level meetings with internal and external professionals/stakeholders, producing agendas, taking meeting notes and circulating once agreed.
- Devises and manages systems for effective communication within the Clinical Services Team as a whole and wider, within Grief Encounter, as required.
- Develops agreed protocols and oversees compliance, ensuring accuracy, confidentiality and consistency are maintained. Assists the Clinical Services Director in setting and monitoring Key Performance Indicators.
- Creates and implements standardised templates and recording processes for use across the Clinical team. Maintains Therapist spreadsheet and Trainee database and training logs.
- Manages weekly/monthly invoicing system (therapists and freelance providers) and other relevant financial administration, ensuring accuracy, maintaining confidentiality and resolving discrepancies in a professional and timely manner.
- Assists the Clinical Services Director with budget management reporting, including mid-year and year-end financial reconciliation processes. Produces other reports as directed.
- Assists the Clinical Services Director in monitoring supervision availability, delivery, costs and quality.
- Acts as first point of contact for the Crystal House office: oversees office facilities and stores in liaison with Office & Database Manager; ensures any repairs or replacements are organised efficiently; maintains meeting room booking system; devises and implements rota to ensure adequate cover during office hours; organises desk booking system as required.
- Acts as Fire Marshall and First Aider for Crystal House (appropriate training given).
- Manages Clinical 'on call' rota for out of hours and holiday cover.
- Provides administrative assistance for the development of new clinical services (including groups and workshops), as required.
- Assists hiring manager and interview panels during recruitment processes, as required.
- Participates in the induction of new staff within the Clinical Services Team. Acts as first point of contact for related enquiries, redirecting as appropriate.

- Maintains Clinical Services Team DBS compliance and renewals.
- Ensures adequate administrative cover at all times within the Clinical team. On occasions, this will require undertaking some additional clerical duties to assist.

This Job Description and Person Specification reflect the duties of the post as they exist at this time and may be subject to change based on the needs of the service. The post-holder may be required to undertake other duties commensurate with the salary and competence requirements of this post from time to time as required.

Pre-employment checks will be required for the role.

PERSON SPECIFICATION

Experience and Qualifications

Essential:

- Recognised relevant administrative/clerical qualification and/or qualified by experience.
- Extensive experience of using IT packages including word processing, spread sheets, databases, Windows applications.
- Operated financial systems including, complex budget monitoring, analysis and control.
- Experience of producing data management and statistical information.
- Supported a senior management team.
- Experience of managing competing priorities.
- Demonstrable experience of appropriate handling of confidential or sensitive information.

Advantageous:

- Worked in a similar environment, ideally a growing charity and/or clinical space.
- Experience of monitoring, budgeting, planning and reporting.
- Managed others.
- Book-keeping or other financial qualification.
- Experience of premises/facilities management, including Health and Safety.
- First Aider /Fire Marshal

Skills and Abilities

- Excellent interpersonal and communication skills, both oral and written.
- Highly numerate with an understanding of budgets and financial recording.
- Good IT skills, including Office 365, Microsoft Outlook, Word and Excel. Able to work online via Microsoft Teams and Zoom

- Analytical approach with rigorous attention to detail, a high standard of accuracy and effective focus on quality improvement in dealing with information and data.
- Ability to work within a team and build good working relationships.
- Understanding of GDPR and data processing requirements and confidentiality.
- Highly organised and able to demonstrate good time management skills and the ability to manage a demanding administrative workload.
- Able to support others to improve performance issues or systems when appropriate.
- Adaptable. Thinks ahead to anticipate future needs, opportunities and shifting priorities and encourages others to do the same.
- Willing to undertake training and act as First Aider and Fire Marshall.

CONFIDENTIALITY:

Attention is drawn to the confidentiality aspects of this post. Matters of a confidential nature, including information relating to clients or staff must not under any circumstances be divulged to any unauthorised person.