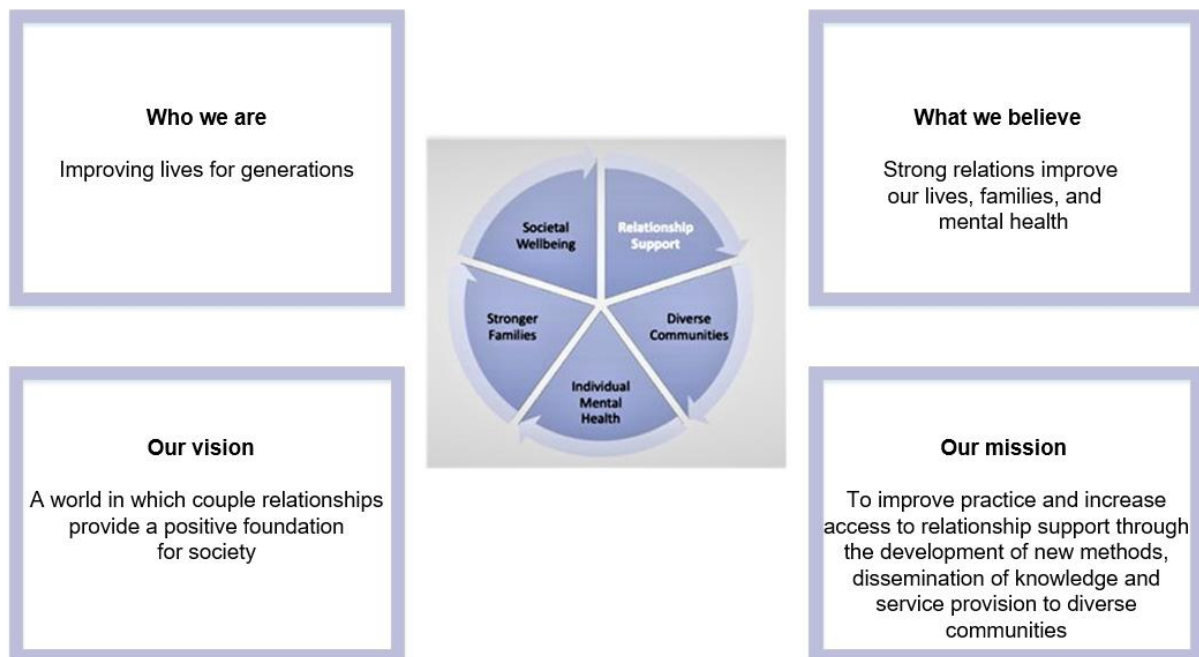


JOB DESCRIPTION

Job Title	Receptionist and Administration Assistant
Department	Facilities
Line manager	Head of Reception Services
Role Level	Junior Support
Appointment term	Permanent, Full time
Hours of work	37.5 hours per week, Monday to Saturday, on a rotating basis. Evening working will be required.
Location	You will be expected to carry out a combination of remote and office based working at our Central London sites, according to the organisation's flexible working policy and business needs.

About us

Tavistock Relationships has been improving lives for generations. We believe that strong relationships improve our lives, families, and mental health.



Our values

- A belief in the importance of family stability and emotional security.
- A commitment to social justice, inclusivity, and diversity in every area of our work.
- A belief in the importance of intellectual curiosity and rigour.
- An aspiration to be a learning community – growing understanding and being open to new ideas, developing new ways of working.
- A commitment to promoting excellence in the delivery of our services.

Purpose of the role

To provide customer service support to Tavistock Relationships' clients, therapists, trainers, students, and wider staff group, ensuring a caring and friendly standard of service at all times.

To assist with maintaining the organisation's buildings and facilities by carrying out regular checks, and recording and reporting issues according to internal processes and procedures.

Responsibilities

General customer service	<ul style="list-style-type: none"> • Manage the TR phone systems (MS Teams), forward calls as necessary and handle general enquiries.
Clinical services support	<ul style="list-style-type: none"> • Admit and greet clients. Direct them to seating and inform therapists of their arrival. • Administer clients' online therapeutic questionnaires at intervals, including pre, during and post therapy. • Answer calls from clients when the clinical administration team is unavailable, including dealing with service enquiries and appointment cancellations.
Data management	<ul style="list-style-type: none"> • Keep Salesforce records up to date, including the appointment status. • Maintain online clinical data filing systems.
Financial management	<ul style="list-style-type: none"> • Ensure accurate and timely client invoicing. • Take payments from clients and record payment process.
Facilities management	<ul style="list-style-type: none"> • Responsibility for opening and closing the building. Ensure the burglar alarm is set and the building is secure before leaving. • Check meeting rooms at intervals throughout the day to ensure that they are ready for sessions and in good working order, e.g., lights are working, furniture is in place, etc. • Maintain office stationery supplies and order stationery and other relevant items for the building in liaison with the Head of Reception Services. • Order items for staff and arrange delivery to personal addresses, as approved by managers and budget holders. • Carry out building checks and restock where necessary. Report any issues to the Head of Reception Services. Working between our two sites as required. • Ensure reception areas are always maintained and kept tidy.
Health & Safety responsibility	<ul style="list-style-type: none"> • Maintain TR visitor management system records to ensure compliance with government regulations in respect of COVID-19, our organisational Health & Safety policy, and building use procedures. • Report all incidents and near misses to the Head of Reception Services, or the designated member in their absence.

Other duties	<ul style="list-style-type: none"> • Support the clinical administration team with the performance of routine tasks, such as case closure, and any other reasonable tasks as required. • Support the training administration team with tasks associated with training and events, and any other reasonable tasks as required. • Help with setting up the AV equipment/systems and rooms for events and meetings onsite. This will include manual handling for which training will be provided. • Report any maintenance, or other building issues to the Head of Reception Services. • Participate in team and organisational meetings and share information and knowledge across the business. • Assist with other tasks reasonably identified within the role by the Head of Reception Services.
Corporate responsibility	<ul style="list-style-type: none"> • Manage all personal data and information in accordance with the provisions of the TR data protection handbook. • Act in accordance with the provisions of the TR Health & Safety policy.

Candidate specification

FACTORS	ESSENTIAL	DESIRABLE
Education and Professional Qualifications		A bachelor level degree
Experience	Experience of working in a customer facing role	Use of database software (such as Salesforce)
Technical		Confident using technological or AV equipment Proficient in use of Microsoft 365
Interpersonal skills, interests, and abilities	Attention to detail Excellent administrative and organisational skills with ability to plan ahead An interest in the use of digital technologies and confident with adapting to different IT applications A proactive and flexible working approach	Have worked within an organisation and demonstrated an ability to carry responsibility and work well with colleagues



	<p>Ability to work under pressure and be highly responsive</p> <p>Ability to work with a wide range of people, demonstrating empathy</p> <p>Effective time and workload management</p> <p>Capability to promote TR services in a socially inclusive way</p> <p>A commitment to Tavistock Relationships' aims, objectives and values</p> <p>Excellent communication skills (both written and verbal)</p> <p>A team player, able to work well with others</p>	
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