

Vacancy – Senior Office Administrator (Part Time – Three Full Days Per Week)

Cork Counselling Services (CCS) is a progressive community-based charity and social enterprise that has responded to social need in an equitable and inclusive way since 1982, being one of the first centres in the country to provide a professional equal-access counselling service to the community. We are committed to providing counselling and psychotherapy of the highest ethical and professional standards to all members of society regardless of their background. We also provide professional training to people wishing to use counselling skills at work or who wish to pursue a career in counselling and psychotherapy. Our courses aim to ensure ethical practice in professional counselling and psychotherapy standards nationally and internationally. See www.corkcounsellingservices.ie for more information.

CCS have an immediate vacancy for this fixed term contract role in our centre at 7, Father Mathew Street, Cork City. There will be support, coaching and accompaniment for the early stages of this role as needed.

Reports to:

Management Team: working directly with the Head of Clinical Practice.

Role:

The Senior Office Administrator will lead an excellent client experience in a busy front office in Father Mathew Street, Cork. This job-shared position requires a blend of empathy, service orientation and IT skills as well as the oversight and assertiveness required to organise people and processes / systems efficiently. There will be staff, client and counsellor interfaces in this role. There is some flexibility in work times, but the location will be consistently in the office.

Because of the team basis and the strong humanistic ethos of CCS they need to embody the values of the organisation in discharging their duties. It is essential that the post holder is a clear communicator and relates well with others. They need to be flexible and assume personal responsibility and initiative in relation to their role, working respectfully and inter-dependently with others, as well as providing and seeking help.

Most importantly, the candidate will have an understanding of counselling and genuine empathy in relating. The role requires a relevant qualification in office or business management or administration. Competent IT skills are essential (we seek evidence of experience in Microsoft 365, SharePoint). Competency in using CRM systems is ideal.

Responsibilities:

- To be responsible for the management of clients throughout their experience with Cork Counselling Services, which will be in line with the mission and values of our organisation
- To be organised and proficient in the implementation and operation of IT systems to support this effort, including CRM systems and the generation of statistical reports based on client data for funding purposes
- To liaise with clients and counsellors relating to the organisation of client appointments and the necessary resources needed to facilitate this.
- To store and handle confidential data related to clients, counsellors, and staff.

- To field incoming phone calls and emails on a shared basis, to process those relating to clients and to forward those relating to training.
- To assist in the management of client waiting lists, and to support the Clinical Team in its meetings and organisational tasks, and in its reporting and correspondence needs.
- To manage the operations of the office to include the creation of an orderly, safe, efficient, and professional workspace. There will be a responsibility to assist in implementing health and safety policies in the organisation.
- To organise and file safeguarding certificates as required by staff and students (Garda Vetting, professional certificates, Children First etc).
- To assist with weekly bank lodgements.
- To order purchasing requirements.
- To assist in complaints and queries.
- To collaborate with management in ensuring adequate staff levels to cover for absences and peaks in workload.
- To actively participate in all matters of housekeeping required by a small organisation like Cork Counselling Services.
- Other administrative duties as required.

Person Specification

- Relevant administration experience is essential.
- Always maintain strictest confidentiality.
- Clear communication and strong relating skills, both on the phone and in person.
- Ability to work on own initiative and as part of a team.
- Creative and innovative.
- Ability to operate in a busy, dynamic environment.
- Good attention to detail.
- Reliable and flexible approach to duties.
- Loyal to the organisation and to its ethos.