

Client Services Officer (Part-time)

MiD Mediation and Counselling in Hampton Hill is looking for a new Client Services Officer to join their busy team in a rewarding and interesting part time position.

We are looking for an experienced administrator who is hard-working, empathetic and has a great attention to detail. The individual will need to be flexible with an excellent phone manner, communication skills & full Microsoft Office Skills. They will be responsible for handling enquiries, meeting clients and maintaining records.

The successful candidate would need to work on a Friday and one other day.

To apply please send a CV and covering letter to director@midmediation.org.uk or call 020 8891 6860 for further information. Closing date: Friday 9 February 2024

Salary: £10,600 p/a for 16 hours a week (Full time salary equivalent of £26,500) with 25 days holiday pro rata

DUTIES

Our clients are going through very challenging times so we need someone who is an excellent communicator and who is always calm, polite and efficient.

This role will work alongside other administrators to ensure the smooth running of the client services in the following areas of work:

- 1) To co-ordinate the work of the mediators and counsellors and ensure the matching of clients with appointments. This includes:
 - Handling enquiries from clients, social services, general public and others. Enquiries may be received by telephone, letter, email or in person.
 - Liaising with clients about their appointments and diary management
 - Receiving clients and directing them to their appointments
 - Keeping accurate records of all referrals, registrations and appointments
 - Processing client payments
- 2) To accurately input client data into the computer database.
- 3) To accurately collate, maintain and close off client files.
- 4) To maintain supplies of standard forms and relevant stationary.
- 5) To attend administration team meetings which will on occasion take place outside your usual working times and to occasionally cover for annual leave/sickness outside your usual working hours.

PERSON SPECIFICATION

1. The ability to communicate effectively with a wide range of people on the telephone, in writing and in person.
2. We need an individual who will go the extra mile and be empathetic towards our clients and always ensure they are working to support our clients during difficult times.
3. The ability to work in a team and **offer flexibility**. You may be required to work outside of your usual hours to cover sickness and annual leave. You will generally have to work late one day a week (10-6)
4. To be able to undertake general administrative and organisational skills.
5. Ability to use Microsoft office and Outlook and have good keyboard skills.
6. Ability to understand and use a computer database.
7. The ability to be pro-active and to take initiative.
8. The ability to write clearly and concisely and to have an excellent attention to detail.
9. A commitment to the Equal Opportunities Policy and the Confidentiality Policy.