**Position: Appointments Secretary**

**Reporting to: Administration Co- Ordinator**

**Location: Belfast**

**Salary: £9.50 per hour**

**Hours per week 25 + hours per week**

**Pension: Standard auto enrolment pension scheme**

**Who we are:**

Nexus has over 35 years’ experience offering a specialised professional counselling service to survivors of sexual trauma. We also provide training and education workshops across Northern Ireland on topics such as consent, relationship and sexuality education, internet safety and child sexual exploitation.

From April 2019, Nexus also delivers the 24- Hour Domestic and Sexual Abuse Helpline, which is funded by the Department of Health, Department of Justice and the Department for Communities.

Our people are a dedicated and professional group of individuals who are vital to the success of the Organisation. We aim to be champions of lasting positive change for people affected by sexual assault/ trauma providing a positive influence through the delivery of influential, professional, quality driven and sustainable services.

**Job Purpose:**

As our Administrative Assistant you will support the Administration Co- Ordinator in the daily operations of the organisation. Your duties will include administration and secretarial responsibilities ensuring the implementation of systems and processes to deliver the best possible service to our clients and service users.

You will work as part of a team to ensure accurate and timely information is delivered within an agreed framework to optimise the appointments system. You will be involved with the coordination and implementation of office procedures and will frequently have responsibility for specific projects and tasks.

The role can vary on a day- to- day basis with most of your work involving written and oral communication which requires relevant skills such as IT, organisational and presentation skills, as well as the ability to multi-task and work well under pressure.

Using your skills and experience you will ensure the best possible person- centred service delivery whilst engaging with colleagues, key stakeholders and clients. You will act with integrity and discretion when dealing with very sensitive and confidential information ensuring you are always maintaining the highest ethical, professional and legislative standards.

When necessary, you will make independent decisions and use your initiative to ensure all queries or concerns are dealt with in a timely and sensitive manner.

You will apply detailed analysis and present management information in a practical and informative way to enable decisions to be made for future service opportunities to be identified.

You will have experience working in departments such as general operations or other administrative roles. With this experience you will develop appointment plans, manage files and send correspondence in line with the organisation’s requirements.

**Primary responsibilities and duties:**

You will provide office based administrative and secretarial support to the Administration Co- ordinator and fulfil general administration duties, as detailed below:

**Appointments**

* Answer and make calls to optimise the appointments schedule for clients and counsellors
* Consistently provide an excellent person- centred service
* Efficiently process referrals, e- mails and enquiries
* Manage and maintain all records and confidential filing systems
* Maintain effective communication with the Administration Co- Ordinator and other members of the Senior Management team

**Administration Support**

* Organise and provide administrative support
* Update, analyse and interpret organisational data to support planning and accurate reporting
* Build and maintain good relationships across all organisational departments to ensure data is captured and recorded in a timely and effective way
* Prepare presentations and documents through editing, printing or e mailing in readiness for stakeholder meetings and engagements
* Ensure all internal and external correspondence is processed and administered within agreed timescales
* Collate organisational data and agreements with internal and external stakeholders to enable finance agreements to be fulfilled
* Assist in the day- to- day administration tasks to ensure enquiries are transferred and directed to the appropriate area

**General Duties**

* Data entry, retrieval and database/CRM maintenance
* File and archive pertinent information within GDPR legislative requirements
* Create and manage documents, spreadsheets and presentations
* Compile reports in line with calendar requirements ensuring accuracy of information at all times
* Liaise with external providers to answer queries and resolve issues
* Respond to incoming and outgoing correspondence in a professional and timely manner
* In partnership with the relevant areas prepare plans to help streamline and improve business operations.

**Personal Specification**

**Essential Criteria**

**Qualifications, knowledge and experience**

You will have various prerequisite skills and qualifications that includes having outstanding people skills and the ability to build good relationships to succeed in the role, in addition you will have:

* A Level or equivalent qualification/experience
* Proven verbal and written communication skills and the ability to prepare communications and updates using relevant computer software
* Excellent filing and sorting skills and the ability to manage business correspondence
* Rapid data entry, attention to details and good editing skills
* Excellent people and customer service skills
* Good research skills, data analysis and the ability to translate complex data into a simple format
* Experience of working within an administrative role
* Ability to deal with sensitive and confidential information and data
* Forward thinking with the ability to identify issues and question things appropriately
* Ability to work proactively and make suggestions on any process improvements
* Experience of using Microsoft packages
* Use a variety of software packages (including Microsoft Excel, Access and Powerpoint) to manage data and produce documents and presentations
* Use content management systems (CMS) to maintain and update websites and internal databases
* Sort and distribute incoming post and organise and send outgoing post
* Manipulate and interpret statistical data from CMS

**Skills and Abilities**

* Excellent interpersonal skills and self-motivation
* Ability to work autonomously and with initiative, including effective prioritisation of tasks and ability to work to agreed aims and objectives
* Ability to work flexible hours (including occasional out of hours work)
* Willingness to undertake training required for the post
* Excellent interpersonal skills to work within a team and build good working relationships
* Strong organisational skills
* Presentation skills and attention to detail
* Ability to plan your own work, use your initiative and meet deadlines
* Manage pressure and conflicting demands, and prioritise tasks and workload
* Ability to accept and understand instructions
* Oral and written communication skills
* Tact, discretion and respect for confidentiality
* A pleasant, confident telephone manner
* Teamworking ability
* Reliability and honesty

**Desirable Criteria**

* Experience of working in the community and voluntary sector

**This job description is not incorporated into the employee’s contract of employment. It is intended as a guide and should not be viewed as an inflexible specification, and it may be varied from time to time in the light of strategic developments following discussion with the post holder.**