



Job Pack:
Client Administration Officer – Crawley hub

Lifecentre is a registered charity.
Registered in England & Wales, no: 1127779
Registered Office: PO19 8UD.
Lifecentre.uk.com



Client Administration Officer
Crawley hub

Dear Applicant,

Thank you for your interest in the role of client administration officer at Lifecentre. This role gives an excellent opportunity to work for a great cause and is one of our most integral roles for providing excellent support to our clients and counsellors.

The client administration officer will work as part of a team who carry out the administrative processes of the client journey from referral to closure. This involves processing paperwork, booking appointments, and communicating with clients and therapists so that all parties have the information they require.

We are looking for a self-motivated and organised individual with administrative experience. You will have strong interpersonal skills and will be able to provide a professional service to Lifecentre clients and staff, working at our Crawley site. The role requires someone with excellent IT skills, verbal and written communication and organisational skills. The successful applicant will have the ability to multi-task, prioritising their work, and maintain efficient administration systems as part of a multidisciplinary team.

Lifecentre is a faith-based Charity providing specialist therapeutic services to survivors of rape and sexual abuse: www.lifecentre.uk.com

If you think you have the skills that we are looking for and desire to be part of our staff team, we would be delighted to hear from you.

I look forward to receiving your application.

Yours sincerely,

Kathryn Slatter
Lifecentre CEO

2. Role Profile

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| Job Title | Client administration officer |
| Hours | 14.75 hrs per week |
| Salary | £22,051 - £24,346 pro rata (£8,790.50 - £9,738) |
| Location | Crawley |
| Reports to | Officer Supervisor |
| Purpose | Supporting clients throughout the process from referral to the start of their counselling. |
| Benefits to working at Lifecentre | <ul style="list-style-type: none"> • Being part of an excellent and caring team • 25 days annual leave + bank holidays pro rata (above the statutory allowance) • A discretionary gift from the Lifecentre trustees of additional holiday days between Christmas and New Year. • Access to the NHS wellbeing app 'Thrive'. • Monthly supervision with a qualified therapist. • The opportunity to make a difference in people's lives. |
| Key External Contacts | Mental health professionals Medical professionals Sexual Assault Referral Centre Independent Sexual Violence Advisors from Survivors Network Police Other key referring agencies |
| Key Internal Contacts | Therapy Team Clinical lead Fundraising team Chichester and Worthing Client Administration Officers. Office Supervisor Operations Manager |

3. Key Accountabilities

| Key Accountabilities | Key Elements |
|----------------------|--|
| | <ul style="list-style-type: none"> • Taking telephone referrals from potential clients • Receiving referrals from outside organisations • Answering incoming calls and re-directing them as necessary • Supporting client administration processes from initial referral to completion of therapy • Requesting and receiving information from health professionals • Supporting and maintaining the screening process and waiting list • Communicating with clients about Lifecentre process. • Booking assessments and therapy sessions in liaison with clinical staff. • Managing reception area and looking after visitors. • Managing centre room bookings and diary • Supporting the Operations Manager, Office Supervisor and Clinical Lead on various improvement projects • Maintaining accurate data on internal systems. • Ensuring all relevant documentation is complete and up to date. • Managing own expense requests • Managing correspondence by answering emails and processing incoming and outgoing mail and records data on special deliveries • Photocopying and filing appropriate documents as needed. • Drafting, formatting, and printing relevant documents. • Attending workshops and conferences when requested • Providing other administration when required including filing, taking minutes. • Handling general enquiries |

4. Personal Specification

| Essential | Desirable |
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| <ul style="list-style-type: none"> • Attention to detail • Excellent verbal and written communication skills • Excellent listening skills • Excellent organisational and time management skills • Ability to be flexible and adaptable. • Proficiency with Microsoft office programmes and other office management tools • Computer literate • Ability to organise & maintain efficient administrative systems both on computer and otherwise | <ul style="list-style-type: none"> • Prior office experience preferred. • GCSE English and maths or additional qualifications as an office administrator • Understanding of issues surrounding victims of sexual violence. |

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| <ul style="list-style-type: none"> • Ability to run simultaneous tasks from beginning to end, ensuring smooth running and successful completion. • Proven ability to handle confidential information • Able to prioritise own workload, and work to deadlines • Ability to work as part of a diverse team • A clean Enhanced DBS (obtained by Lifecentre). | |
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Working at Lifecentre

Hours of work at Lifecentre:

14.75 hours per week to be worked across Thursday and Friday daytime.

Holiday entitlement:

25 days per year plus public holidays pro rata.

Contract:

12 months

Probation period for all appointments:

Subject to satisfactory completion of the first six-months of employment.

Where we are located:

Lifecentre has hubs in Chichester, Worthing and Crawley. The role will be based in Crawley, with occasional requirement to travel to the other offices, for which expenses will be paid.

Other:

Terms and conditions of service: The appointee is expected to observe Lifecentre's agreed policies and procedures and to work within the definition of its Trust.

All appointees must comply with Lifecentre's safer recruiting policy which includes self-disclosure forms, references and a disclosure and barring service (DBS) check obtained by Lifecentre.

In line with general data protection regulation (GDPR) legislation 2018, it is the responsibility of this post to ensure that all computerised and written personal information relating to Lifecentre's clients, staff or volunteers to which they have access, is regarded as strictly confidential. Lifecentre maintains confidentiality within the service, subject to its confidentiality policy.

There is a commitment from Lifecentre for this contract of services to be reviewed annually.

GOR (Genuine Occupational Requirement) Definition jobs-female workers

Lifecentre specialises in counselling survivors who have had an unwanted sexual experience, whether this has been a recent incident or historical. We are open to survivors of all genders and ages, regardless of race, colour, nationality or ethnic origin, gender, disability, sexual orientation, educational status or religion. We offer both face-to-face counselling, with professionally trained counsellors, to survivors of all ages and their supporters, whether these be close family members or friends, or partners of survivors affected relationally by sexual violation.

Therefore, having regard to the nature and context of the work, the Occupational Requirement under Schedule 9 (part 1) of the Equality Act 2010 applies. It is an occupational requirement within the charity for its client administration officers are restricted to women. This is due to the nature of the role and clients generally requiring female workers. Lifecentre is an equal opportunities employer.

The recruitment process

To apply, email a completed application form and CV to:

claire@lifecentre.uk.com

Closing date for application: Midnight Friday 3rd May.

Please be advised we will interview for the position as applications are received and reserve the right to close the application window without notice. We would encourage interested applicants to submit their application as soon as possible.

If you have any queries about this role or wish to discuss in more detail please email Claire Gillett on claire@lifecentre.uk.com.

Further information about Lifecentre

The charity was started in 2001 by a group of local church members who were moved to action by the lack of specialist services for rape and sexual abuse survivors in the whole of West Sussex. Lifecentre is a regional charity. Lifecentre is committed to helping people take steps of recovery so their past does not have to define their future being.

What we do

We provide therapeutic services for people who have been raped and/or sexually abused. We work with all ages and genders. Our youngest client has been two and our oldest 80.

This support includes:

- counselling services
- play therapy for those under 10 years of age
- national free telephone and text helplines
- pre and post-trial therapy
- counselling for supporters of rape and sexual abuse.

How we work

Team working is crucial to us at Lifecentre. In view of the work that we do, we strive to care for one another and help one another where possible.

The operations team support the work of the counsellors and helpline. They also contribute to fundraising bids wherever they can.

The appointee will be expected to observe Lifecentre's agreed policies and procedures.

As Lifecentre is a Charity with a Christian foundation, the appointee will be required to work in a way that is actively sympathetic, respectful of and supportive towards the Christian values and work of the Charity and the role of prayer within the organisation. They do not have to have a personal faith, but need to be comfortable and congruent with being able to participate in meetings where Christian prayer for clients and team members' takes place, seeking to be inclusive to all styles of church background represented, as this is part of the ethos of the charity.

Key Facts and Figures

Governance

A board of trustees governs Lifecentre, which is responsible for ensuring that the charity is well managed and abides by its charitable aims. The trustees support the work of our Chief Executive, who is responsible for managing the organisation, supported by our senior staff team.

Income and expenditure

Lifecentre has a turnover of around £1,000,000

Staff, counsellors and volunteers

Lifecentre currently employs 18 people who work out of our office bases in Chichester, Worthing and Crawley. A team of 26 qualified counsellors and play therapists deliver the core work of the charity on a self-employed basis.

Our values vision, mission and values

Lifecentre's vision is to bring hope, guidance and fresh possibilities to those who have had an unwanted sexual experience and are on a journey of transformation.

Our mission is to guide journeys of transformation by:

- Creating a safe haven where people feel empowered to share their story without judgement,
- Providing a consistently first-class service delivered by highly experienced and qualified counsellors,
- Bringing together a compassionate team of people with a thirst for transformation and a commitment to help others live life to the full.

Lifecentre's values are:

We create safety

Enabling others to open-up freely.

We help people to feel comfortable and have safe conversations free from fear and the disturbances of the outside world.

We cherish diversity

Seeing the unique potential in everyone.

We welcome people of all ages, faiths and backgrounds without preconceptions, and listen deeply to their stories.

We show kindness

Ensuring every person in our community feels valued.

We relentlessly care for those in need of support, tending to their physical, mental and spiritual needs.

We nurture hope

Believing in a brighter future.

We approach every challenge with an infectious optimism, inspiring others to see light in the darkest times.