**Job title:** Appointments Secretary (part-time)

**Location:** Belfast Head Office (remote working when approved)

**Hours:** 20 hours per week,

(flexible shifts ranging from 9am to 9pm)

**Salary:**  £9.04 p/h (under preview)

**Responsible to:** Administrator Co-ordinator

**Overall Purpose**

Be part of a dynamic and expanding team working together to support victims and survivors of sexual trauma. The main purpose of the role is to provide office based administrative and secretarial support; as well as support to the Administrator Co-ordinator

**DUTIES AND KEY RESPONSIBILITIES**

**Administration and Secretarial support duties:**

* Reception duties: answering calls and making calls to book appointments
* Process referrals, emails and enquiries promptly and efficiently
* Work effectively on in-house client management system (CMS)
* Manage and maintain efficient and confidential filing systems
* Provide confidential secretarial and administrative support services
* Provide excellent and efficient person-centred service
* Manage Project diaries -training and operating on an online booking system for counselling appointments
* Project Administration in conjunction with Administrator Co-ordinator
  + Manage day to day petty cash and donations and keep recording systems up to date

**Additional responsibilities:**

* Operate and maintain an effective and efficient appointment system for clients and counsellors
* Operate and maintain effective and efficient internal administrative systems
* Maintain organisational databases, ensuring they are up to date
* Liaise with staff in different departments as required
* Be familiar with and work according to the Nexus NI policies, procedures and practices
* Adhere to all Health and Safety guidance relating to Covid-19. Any other duties deemed as appropriate after consultation with the Administrator Co-ordinator

**PERSON SPECIFICATION**

**Person Specification:**

* Must have a positive ‘can do’ attitude
* Empathetic approach to clients at all times
* Excellent person-centred skills
* Excellent interpersonal skills
* Excellent team player
* Ability to form working relations with people at all levels
* Attention to detail
* Effective administrative and organisational skills
* Willingness to participate in training and development

**Essential Criteria:**

* Minimum of 2 years’ experience working in a busy office environment
* Excellent IT skills (MS Office, databases, client management systems etc.)
* GCSE (A-C) or equivalent in English & Maths
* Ability to prioritise and anticipate work, and work on own initiative
* Good interpersonal skills and experience of dealing with the public
* Ability to deal politely and effectively with a wide range of stakeholders, i.e. clients, staff, service providers, external professionals, etc., and to deal with queries efficiently and with empathy

**Desirable Criteria:**

* An understanding of and/or experience in the voluntary sector

**What to expect in return**

* Holidays 35 days which are made up of 13 public and 22 stats days
* Pension 3% employers contribution raising to 7.5% after two years employment
* Westfield Health – Is a health & wellbeing benefit that provides a range of cash back options on a range of services
* Monthly 121’s with Line Manager
* A detailed work plan linked to the strategic plan

Be part of a team working together to reflect what we stand for and where we are heading.

* Team building days
* Training opportunities
* Opportunities to join fundraising and awareness activities
* Opportunities to develop your administrative and IT knowledge and skills

**Nexus reserves the right to shortlist using both essential and desirable criteria**

**This post is subject to Enchanted Access NI check and security checks.**

Shortlisting will be carried out on the basis of the criteria set out above, using the information given on the application form. You should therefore address the requirements when completing the application form, as failure to do so may result in you not being shortlisted.

Closing date for applications will be 5pm on 18 October 2021. Please ensure your completed application form is returned to [hr@nexusni.org](mailto:hr@nexusni.org) by that date and time. Candidates successful in shortlisting will be notified by email, confirming date and time for interview.