**General Administrative Assistant**

**Job Description**

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| Job Title | Job description for General Administrative Assistant |
| Department | Office Administration team  |
| Salary | £24,000 to £26,000 per annum  |
| Hours  | Full time: 35 hours per week, may include occasional evenings and weekends (time off in lieu given)  |
| Location- Hybrid working  | Combination of bpf’s offices at 37 Mapesbury Road, Kilburn, London NW2 and homeworking |
| Responsible to | Property and Office Manager |
| Introduction to the BPF | The bpf is one of the largest psychotherapy membership and training organisations in Europe. We offer excellent benefits and a supportive, open workplace culture. |

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| Purpose of the job | * To support the management of the annual training programme across the bpf.
* This will include general admin and reception tasks. Providing office cover including the monitoring of shared email accounts, electronic filing, and data collection.
* Focusing on our customers and promoting the growth of the training programme.

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| Nature of the job | Work within the admin team closely supporting the training managers (TM) and coordinators (TC) to deliver high quality training.   |
| Key Responsibilities  | **To support the delivery of the annual training programme of the BPF*** Assist in the receiving and responding to general enquiries, signposting to relevant TM & TC or to other BPF staff as appropriate.
* Assist in the formatting and distribution of annual programmes, handbooks and all training related documents as directed.
* Assist in the setting up of zoom and teams’ meetings.
* Work with the librarians and the admin team on gathering reading lists in a timely and productive manner.
* Collating feedback from trainees and seminar leaders for distribution as directed
* Assist in maintaining trainee records.
* Processing purchase orders and supporting claimants with queries.

**Support the application process for the training programmes*** Answer queries and directing customers to information, events and advisors.
* Assist in processing training applications and enquiries. Gathering and collating information, e.g. chasing references, DBS checks, etc.
* Arranging interviews and appointments

**General support to the team and the wider organisation*** + Checking shared email accounts such as the enquires and room bookings addresses.
	+ Making room bookings as requested.
	+ Printing of daily schedules and weekly room bookings
	+ Ordering supplies
	+ supporting trainers in setting up screens and IT equipment.
	+ General office cover
	+ Working collaboratively with the whole bpf staff to ensure the smooth running of all bpf training and membership activities.
	+ Being part of the office duty system.
	+ Adhere to bpf policies and procedures.

This job description is intended as a guide and is not an exhaustive list of the duties and responsibilities of this role. Such duties may vary from time to time without changing the general character of the post or the level of responsibility entailed. |
| Date | 16.07.2024 |

**Person specification**

**Qualifications**

Good level of general education.

**Experience**

* Some experience in an administration role, preferably in a client/customer-facing training or education environment.
* Knowledge of higher education or professional healthcare training, in relation to psychotherapy or counselling an advantage.
* Experience of working with a purchase order system desirable but not essential.

 **Knowledge, skills and abilities**

* Excellent verbal and written communication skills, including the ability to compose communications to a wide range of professionals, and to take accurate minutes.
* Good general computer literacy including competency in Microsoft Office, databases, Zoom and Microsoft Teams, and the ability to be self-supporting.
* Excellent organisational and time management skills.
* Able to work independently and be proactive as well as able to exercise judgement about when to draw on colleagues’ expertise and ask for assistance.
* Methodical with good attention to detail.
* Able to use initiative and continue to think under pressure when faced with sensitive interactions.
* Ability and commitment to maintain strict confidentiality.