****

Northern Ireland

Job Title:-**Referral Administrator and Scheduler (Permanent)**

Salary: **circa £16,500k (35 hours per week)**

Company Information:

*Relate Northern Ireland is a registered charity and the leading organisation providing confidential relationship counselling support to individuals, couples, young people and families throughout Northern Ireland.*

**Duties will include:**

* Dealing with inbound and outbound communications (telephone, webchat and email) promptly and efficiently
* Managing waiting lists and counsellor caseloads reporting weekly on activity and movement
* Ensuring that distressed or anxious service users are supported and managed in an appropriate manner
* Updating Client information on a Counselling Management System (CMS) in an timely and accurate manner
* Working closely to support the counselling team in using the CMS, manage client records and appointments.
* Proactively contacting clients to follow up on appointments attended, changes, payments made, rescheduling.
* Sensitively managing any complaints, escalating appropriately to ensure company policy is adhered to.

**Preferred Skills**:

* Proficient in the use of MS Office including Word, Excel and Outlook
* Experience of working in a team environment
* Excellent attention to detail

**Personal Attributes:**

* Excellent communication skills
* Highly organised with excellent time management skills
* Demonstrate a highly resilient attitude, with the ability to perform under pressure in a fast paced environment

**PERSONNEL SPECIFICATION FOR THE POST REFERRAL ADMINISTRATOR/SCHEDULER**

1. **SHORTLISTING CRITERIA**

|  |  |  |
| --- | --- | --- |
|  | **ESSENTIAL CRITERIA**  | **DESIRABLE CRITERIA** |
| **1. Circumstances** | * To be flexible as the role will involve working on a rota /shift basis to include working evening and weekend shifts (To include the possibility of remote working at evening / weekend).
 |  |
| **2. Qualifications**  | * Minimum of 5 GCSE passes at grade C or above, or equivalent, to include English Language and Mathematics.
 |  |
| **3. Experience** | * A minimum of 12 months experience in a contact centre, reception or customer service role.
* To be proficient in the use of and have demonstrable experience of working with Management Information systems/client record databases
* To be proficient in the use of Microsoft Excel, Word and Outlook.
* Proven ability to be able to empathise with clients and Customers and provide confident telephone support.
* Demonstrable experience of good organisational and administrative skills.
 | * A minimum 12 months experience of working in an operational/clinical environment.
* A minimum 12 months experience of dealing sensitively with people in emotive situations.
* Multi-channel support experience – online/webchat/telephone
 |
| **Shortlisting will be based on the evidence that you supply on your application form to satisfactorily demonstrate how, and to what extent, you meet the above criteria. The Shortlisting Panel will not make assumptions as to your circumstances, qualifications, and experience.**  |