

**Job title: Appointments Administrator**

**Report to: Client and MLR Services Manager**

**Employment type: Part-time, preferably 4 hours a day**

**Salary: £21,000 pro rata**

**Location: Helen Bamber Foundation NW1 0TF**

**Job summary:**

Helen Bamber foundation is looking for an enthusiastic individual to oversee the booking of appointments between clients and staff/volunteers across the organisation. This includes managing the room bookings in the HBF offices for internal therapy and medical appointments, liaising with third parties and external doctors in relation to MLR assessments and administering the booking of interpreters.

**Key responsibilities:**

- Liaise with clients and third parties on matters relating to the organisation of initial assessments, appointments and correspondence. Ensuring that the client has been informed of their appointment through various means of communication, including by letter, telephone and text, and that all contact details on HBF's database are up-to-date.
- Excellent diary management of, and communication with, medico-legal report writing doctors, and clinicians in the therapy team and Medical Advisory Service.
- As the main point of contact for interpreters, you will book them as needed for appointments, ensuring efficient use of interpreters' time across the Model of Integrated Care and MLR service.
- Work alongside the Reception staff to coordinate room bookings, and ensure that office space is used appropriately and efficiently by team members.
- Plan ahead in ensuring the smooth daily running of the organisation.
- Liaise with members of staff and clients on a daily basis to ensure that appointments and other arrangements are appropriately managed, acting as the main point of contact for booking, shuffling and reorganising appointments.

**Other responsibilities:**

- You will maintain up-to-date records of interpreter contact details and other relevant information, as well as working alongside the Receptionist and Operations Coordinator to induct new interpreters to the organisation.
- Use the database on a daily basis to record appointments and changes.
- Maintain accurate records, ensuring that all administrative processes are kept up to date, including data management and filing in collaboration with the Client and MLR Services Manager.
- Work alongside the internal database team to advise on and improve organisational processes pertaining to your area of work and others.
- Promote the aims, principles, policies and interests and wellbeing of the charity and protect its integrity and reputation at all times.
- Undertake any other duties appropriate to the responsibilities of the post as requested.

**Essential skills:**

- Ability to work competently and calmly under pressure.
- Ability to manage time and priority.
- Good communication and time management skills.
- Knowledge of confidentiality as well as an ability to deal with sensitive issues.
- Ability to treat our clients with dignity and politeness even while under pressure.
- Confidence to resolve challenges and problems and ability to work well in a team environment.
- Ability to use initiative and be innovative when adapting to schedules and reacting efficiently to changes.
- Excellent administrative and IT skills— Proficiency in MS Office, Excel, Outlook— and ability to use electronic database systems.
- Demonstrate a positive and can do attitude, willingness to assist where and when needed.

**Desirable skills:**

- Experience working with vulnerable people.
- Safeguarding knowledge.
- Understanding of GDPR.