

Job Description

Post details	
Post:	Female Office Administrator / Appointment Coordinator
Salary:	£23,660 per annum (plus pension)
Hours:	32.5 hours. Monday to Friday 8 am – 3 pm (Flexible working can be considered)
Responsible to:	Manager
Purpose of the Post	
To support the team in an administrative role by handling incoming phone calls, emails and texts and helping to manage our online systems and confidential information, and to act as a coordinator for the counselling service, arranging all appointments.	

Coordinator Duties:

- ◆ To manage and update the online diary daily
- ◆ Manage and book all appointments
- ◆ Updating the waiting lists for Chrysalis services

Office Duties:

- ◆ Answer the phone and respond appropriately to enquiries
- ◆ Check all emails and texts, respond appropriately or refer to appropriate person
- ◆ Undertake general photocopying and printing duties
- ◆ Placing stationary and refreshment orders when appropriate
- ◆ Formatting reports and letters

Data Processing Duties:

- ◆ Process all incoming referrals
- ◆ To process confidential service user information
- ◆ Manage information via the Chrysalis CharityLog system
- ◆ Ensuring all relevant information is kept up-to-date at all times
- ◆ Keeping service users up-to-date with changes and relevant information
- ◆ Organising and managing the Chrysalis Archives

Person Specification

Essential Experience

Female who wishes to progress in an administrative career role

Previous administrative / coordinator experience

Experience working in a busy office

Experience of formatting documents and reports to a high standard

Essential Skills

Excellent telephone manner

Excellent time-management, organisational and prioritisation skills

Computer skills (a good knowledge of Microsoft Office and Google documents/sheets)

Ability to communicate effectively to a wide range of stakeholders including service users (some of whom may be upset), colleagues and professionals

Essential Qualities

Able to demonstrate reliability and commitment

Able to work on own initiative and as part of a team

Able to demonstrate a strong attention to detail

Able to demonstrate flexibility and ability to adapt to changes in a growing organisation

Able to attend all team meetings and training

An understanding of the organisation and services

Positive attitude towards and interest in female mental health and domestic abuse

Desirable

An interest in developing online systems

Knowledge of Safeguarding Adults

Previous experience / knowledge of CharityLog

Evidence of previous work in a mental health / domestic abuse setting

Additional Information

Chrysalis is a growing charity in St Helens with a passionate team of women who support adults who identify as female that are struggling with mental health problems and/or domestic abuse. We are looking to employ a permanent female staff member to support the team in an administrative role by handling incoming phone calls, emails and texts, helping to manage our online systems and confidential information, and to act as a coordinator for the counselling service, arranging all appointments.

You should apply if you are a female who wants to progress in a career as an administrator within a mental health / charity setting. The successful candidate will be subject to a 6-month probationary period.

The benefits of working for the **Chrysalis** include being part of a warm and friendly team who support, empower and inspire each other. We actively encourage continued personal and professional development for every team member and prioritise supporting positive mental health. All team members are valued and respected as part of a supportive, caring environment. We offer 4 weeks holiday per annum (pro rata) plus bank holidays and 2 weeks at Christmas, as well as opportunities for training and development.

Exemption is claimed under the Equality Act 2010 Part 1 Schedule 9

Some points to bear in mind before you apply

- ★ Look carefully at the job description, person specification and application form. Ask yourself why you are interested in the job. Do not copy the same application form for a series of jobs.
- ★ Please use the application form provided, continuing on separate sheets if necessary.
- ★ **Please do not** send a Curriculum Vitae (CV) instead of the application form.
- ★ Please remember to complete the Equal Opportunity Monitoring Form, as it is an essential basis for the Chrysalis Centre for Change to determine whether its Equal Opportunity Policy is working with regard to employment.
- ★ **Personal statement:** This statement is one of the most important parts of your application, as you have to make your case here for selection. What you write here will play a significant part in the recruitment process.
- ★ **We know that the recruitment process can be particularly challenging for some applicants including those with neurodivergences, so if there are any accommodations we can make to help you apply, please let us know.**
- ★ **Finally!** Check your application to ensure that you have completed every section and then sign and date the form.

Application Form Link

<https://forms.gle/YGjJUFrFdgywwsuA6>

Deadline for receipt of applications is 4pm on Friday 29th August 2025

In order to minimise costs we do not acknowledge receipt of applications. If you haven't heard anything by 4pm on Friday 5th September please assume you have been unsuccessful. In this instance, **Chrysalis Centre for Change** would like you to apply for any other post which you may see advertised, and for which you feel you may be suitable. Applications for each post are considered entirely on their own merits, and lack of success in one application will not prejudice consideration given to future applications.

