JOB DESCRIPTION

The Institute of Family Therapy is a registered charity founded in 1977. It has established a national and international reputation for its work. The Institute offers a four year training programme in Family Therapy and a wide range of workshops and conferences. Following a service review IFT requires a senior business support manager to ensure co-ordination and successful delivery of in-house courses without university portfolio, with particular responsibility for the clinical service element of IFT provision.

JOB TITLE: Senior Business Support Manager – Clinical and non-university courses

Working Hours: 35 hours / week

RESPONSIBLE TO: Finance and Strategy Lead / Director

1. **JOB PURPOSE**

Senior Business Support manager is responsible for the effective administration of the Institute of Family Therapy's therapy service offered by advanced trainees of the course (Clinical Associates of the Institute), and of developing this service in line with new courses offering this service.

This post holder is jointly responsible for the day to day administration of the Institute's courses portfolio and this role has particular focus on new non-university portfolio courses (International / Leadership / Post qualification).

2. **JOB ACTIVITIES**

In-House courses:
Overall, to provide co-ordination and successful delivery of an agreed proportion of the in-house spoke activity in partnership with colleagues in the in-house spoke.

Including:
Overall, to contribute jointly to the co-ordination and successful delivery of all in-house courses and related activity.
Including:

1. **Ensuring fair and coherent distribution of tasks to ensure effective running of the team and operations.**
2. **Establishing and contributing to all In-House team planning and reporting meetings to ensure clear accountability of activity, training and financial outcomes to the Finance and Strategy Lead / Director in relation to Key Performance Indicators (KPI's).**
3. **Contributing as required to the necessary 'central hub' activities such as IT (CRM), marketing and social media strategy planning and activity, HR and financial planning to ensure effective running and sustainable growth of IFT.**
4. **Ensuring Ways of Working appropriate to the organisation's core values are embedded in responses from the team, such as in telephone and email**

enquiries from the public, trainees and tutors, regarding the Institute's training programmes.

5. Ensuring effective liaison with students and tutors takes place regarding smooth running of the courses.
6. Ensuring effective applications processes take place and liaise with the Course Director
7. Invoicing and ensuring collection of course fees.
8. Ensuring bookings and AV equipment for the courses are effectively carried out.
9. Ensuring uploading and co-ordination of on-line and paper submissions of assignments, distribute to markers and distribute feedback and marks to students takes place for all courses.
10. Ensuring effective and appropriate compilation and maintenance of student records.
11. To compile payment records for teachers each term
12. Liaising with the Course Director to ensure course materials including lecture programmes, reading lists and course booklets are all produced to a excellent standard and in a timely way. This includes prospectuses for courses and course information.
13. Liaising with the Course Leads to draw up and implement a schedule for advertising training courses.
14. Ensuring appropriate support to Course Leads in any area that progresses the courses effectively.
15. Ensuring effective secretarial and administrative support to the Course Committees and exam boards is provided.
16. Assisting in the production of Prospectus materials.

Clinical:

1. To deliver effective administration of the Institute's clinical service, and to ensure appropriate administrative systems are in place.
2. To take clinical referrals from the public and other health professionals via telephone.
3. Distribute clinical service information to the public and professionals.
4. Liaise with clients and clinical associates regarding appointments.
5. Respond to emails relating to therapeutic services.
6. Develop and ensure safe administration of clinical material.
7. Maintain accurate financial records including invoicing clients and processing of client fees.
8. Maintaining and monitoring all administrative procedures relating to the service.
9. Collate the client therapy waiting list for the students and distribute referrals appropriately.
10. Correspond appropriately with clients.
11. Deal with telephone calls that may be distressing in an empathic, boundaried and professional manner.
12. Seek and use supervision regarding communications with families as appropriate from IFT clinical staff.

13. **Undertake relevant safeguarding training, DBS checks and other core activities related to working with families.**
14. **To develop the clinical service alongside clinical staff in response to clinical need, and IFT new courses opportunities.**

SALARY AND CONDITIONS OF SERVICE

1. The salary for this post is £30,000

2. The basic leave entitlement is 22 days in addition to public holidays. This is supplemented by extra days at Christmas (when the Institute closes).The appointment is subject to a probationary period of one month.

3. After successful completion of the probation period the appointment is terminable by 3 month notice on either side.

4. Full details and conditions of service are available in the Institute's Personnel Policy

PERSON SPECIFICATION

Post:

Requirement *Where a specific requirement is identified, IFT will consider relevant skills and experience obtained via an alternative route (where the identified standard can be met) and/or where the standard can be met with reasonable adjustments i.e., appropriate access, equipment and/or software.*	**Essential**	**Desirable**	**Met**
Criteria 1: *Qualifications*			
GCSE grade C/4 in English or equivalent	x		
Criteria 2: Experience			
Experience in a HEE, Health or Social Care setting	x		
Experience of organising and running an office		x	
Experience of working to strict deadlines and under pressure	x		
Experience of working without direct supervision under own initiative	x		
Experience of setting up and implementing internal processes and procedures realising efficiencies and efficient practices	x		
Experience of working within a clinical service and associated procedures	x		
Criteria 3*: Skills*			
Excellent communication skills both written and verbal with the ability to prepare and produce concise yet insightful communications	x		
Excellent organisational skills with the ability to prioritise workload	x		
Ability in accurate minute taking	x		
Ability to maintain confidentiality	x		
Exceptional time management with experience of working to tight and often changing timescales	x		
Being flexible and adaptable at work in order to meet competing priorities and varying situations	x		

Requirement *Where a specific requirement is identified, IFT will consider relevant skills and experience obtained via an alternative route (where the identified standard can be met) and/or where the standard can be met with reasonable adjustments i.e., appropriate access, equipment and/or software.*	**Essential**	**Desirable**	**Met**
Ability to delegate and hold other members of staff in a team to account to ensure smooth delivery of tasks	x		
Ability to take on supervisory responsibilities for junior staff	x		
Ability to work with vulnerable adults and children, under stress at times	x		
Ability to ask for help when clinical presentations are concerning, and jointly arrive at appropriate responses particularly in relation to safeguarding	x		
Criteria 4: Knowledge			
Microsoft Office applications	x		
Knowledge of clinical administrative systems, structures and of working within the higher education and psychotherapy training systems	x		
Information Governance, Confidentiality and Data Protection requirements	x		
Knowledge and understanding clinical processes including therapeutic contexts such as family therapy interventions timescales		x	
Knowledge of safeguarding	x		
Criteria 5: *Equality*			
Be able to demonstrate and understanding of the principles of equality, diversity, and inclusion and how they apply to staff and customers in a HE setting. Able to demonstrate personal commitment to challenging discrimination and promoting equalities, at an appropriate level for the post	X		
Criteria 6: Other			
Is able to work legally in the UK	X		
Is able to work with children and vulnerable adults	x		
Ability to travel for meetings across a range of sites in London	X		
For posts which require a professional registration, post holders hold a valid up to date registration with their professional body.	X		