**TLC: TALK, LISTEN, CHANGE**

**JOB DESCRIPTION**

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| **Job Title** | **Mediation Secretary & Business Administrator** |
| **Salary** | £9.84 per hour or £17,908 per annum |
| **Hours** | 35 hours per week - Monday to Friday (7 hours per day) |
| **Work base** | Trafford (Chester Road Office) |
| **Checks** | Standard DBS check and references covering at least the last two years |

**Main tasks and responsibilities**

The Mediation Secretary will be responsible for ensuring an efficient and effective professional administration service in relation to the delivery of the Family Mediation Service and the Separated Parents’ Information Programme (SPIP).

*Family Mediation is a process for separated couples. Through Mediation clients discuss arrangements for their children, their finances, divorce proceedings and any other issues following separation. The aim of Mediation is to avoid lengthy and expensive court proceedings and provide an avenue for parents and separated couples to discuss options and agree proposals in a safe and confidential environment.*

*The Separated Parents Information Programme (SPIP) is a short, structured course for parents, designed to help them understand the impact of ongoing parental conflict on their children. The course helps parents learn the fundamental principles of how to manage conflict and difficulties.*

Main duties of the Role:

* Maintain office systems
* Provide high quality secretarial and administrative assistance
* Take detailed referrals for Family Mediation (solicitors and self-referrals) and SPIP (Cafcass/Order Processing Unit and individuals)
* Organise and maintain diaries and make appointments
* Input all client details and correspondence on to our case management system (Charitylog)
* Deal with calls from prospective clients about our Family Mediation and SPIP services
* Send all Mediation letters and emails regarding appointments
* Liaise with clients, SPIP course facilitators, the Courts and other providers
* Prepare all files, complete all information sheets relating to clients.
* Dead-file all files and maintain the dead-filing system
* Maintain a professional relationship with referral sources, including distributing marketing materials.
* Organise Board of Trustee meetings/Annual General Meeting (AGM), prepare and circulate documents and take minutes
* Deal confidently, sensitively and effectively with enquiries from TLC staff as well as contacts in external organisations of critical importance to TLC
* Undertake additional work as directed by the Chief Executive Officer

NB: The requirement for confidentiality, concerning clients and the work delivered by TLC: Talk Listen Change is absolute and must always be maintained.

The above details reflect the content of the post at the date prepared. The post will be expected to adopt a flexible approach to the duties which may have to be varied, after discussion with the post holder, subject to the needs of the service and in keeping with the general profile of the post. Consequently, this job description may be revised from time to time.

**PERSON SPECIFICATION**

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| **ATTRIBUTES** | **ESSENTIAL** | **DESIRABLE** | | **IDENTIFIED** |
| **EDUCATION**  **TRAINING**  **KNOWLEDGE** | Good level of general education  Good standard of literacy, numeracy and IT competency  Experience of working in the voluntary sector and/or statutory sector | At least 2 years’ experience of working in an office environment (paid or voluntary)  An understanding of mediation and SPIP would be highly desirable, but is not essential and training will be given | Application form and Interview | |
| **SKILLS AND**  **ABILITIES** | Ability to communicate clearly with people at all levels (excellent telephone skills, written and verbal communication)  Highly organised  Ability to prioritise own workload  Ability to multi-task  Experience of minute taking |  | Application and Interview | |
| **PERSONAL**  **ATTRIBUTES**  **&**  **OTHER FACTORS** | Self-motivated, enthusiastic with a “can do” attitude  Ability to work flexibly  Good team player  Commitment to equality and diversity |  | Application and Interview | |