Phoenix Therapy Practice

Adult, Child, Couples and Group Psychotherapy, Counselling and Psychological Services.

Phoenix Therapy Practice

Administrator

Job Description

Phoenix Therapy Practice opened in April 2019 and is a not for profit, Community Interest Company. We offer a wide range of psychological therapies to clients seeking help with mild, moderate, and severe mental health problems. Our aim is to provide high quality counselling and therapy at an affordable cost depending upon the circumstances of each individual client. Our community of over 55 practitioners work together to enhance the development of the service and the inter-relationships within the organization, through regular business meetings, process groups and reflective groups. We operate from our two practices at 2 Osmond Road, Hove and 14 St George's Place, Brighton. Our income comes via room rental and grants.

We are seeking to employ an Administrator to support the day-to-day running of our organisation.

Phoenix Therapy Practice is committed to inclusion and diversity and actively encourages applications from people from a variety of backgrounds, and with a range of skills and experiences. We are particularly interested to hear from people from Global Majority backgrounds who are currently under-represented in the organisation.

Job Title: Administrator

Report to: Practice Manager

Purpose of Job: To provide administrative support to the Clinical and Operational Directors and Practice Manager in a busy mental health not-for-profit.

Hours: 15 hours per week. Monday – Wednesday 9am-1pm and Thursday 9am-12noon **OR** Monday– Friday 9am-12noon. Plus occasional meetings on Saturday mornings.

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Working Location: You will be based at both 2 Osmond Road, Hove and 14 St George's Place, Brighton.

Start Date: From 1st July 2026

Salary: NJC Scale 2 SCP 4 £25,185 (35 hours). Actual 15 hours: £10,794.

Pension: Nest Pension Scheme

Probationary period: 3 months

Holidays: 25 days per year plus Bank Holidays (pro rata)

Relationships and contacts: Liaising with clients, practitioners, Practice Manager, Clinical Director, Operations Director. Also liaising with external contractors as required.

Duties and Responsibilities:

General:

1. To provide administrative support to the Practice Manager to ensure the smooth day-to-day running of our busy not-for-profit organisation.
2. To provide administrative support to the directors when required.
3. To work across both locations.
4. Keep the Centre clean and tidy and monitor stock levels.
5. Adhere to GDPR regulations and Phoenix Policies and Procedures.
6. To be Emergency First Aider and Fire Warden while on duty (Training can be provided).
7. Report any maintenance issues or health & safety concerns to the Practice Manager.

Clients and Practitioners:

1. Responding to clients, practitioners, and other communications on a daily basis.

2. Sensitively managing contact with clients seeking therapy by either phone, email, or text.
3. Booking initial assessments by email or phone.
4. Managing enquiries from practitioners and liaising with practitioners about assessments.
5. Processing confidential client contact forms, assessment reports and keeping files up to date and secure.
6. Archiving past records.
7. Sending out offers to clients.
8. Keeping the patient data file and other excel sheets up to date with all new transactions.
9. Obtaining and processing discharge forms from practitioners after therapy is complete and obtaining an exit questionnaire and core form from clients at that point.

Website and marketing

1. Keeping the website up to date, add blogs and practitioner descriptions as necessary and info about low-cost availability.
2. Marketing the practice on social media as necessary

Essential skills:

- Good telephone manner
- Calm, patient and understanding when talking to clients in varying degrees of distress.
- Excellent computer skills: Word, Excel, Outlook. Ability to learn how to use our custom-made booking system and train others.
- Outstanding administration skills.
- Touch-typing.

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- Ability to multitask and perform administrative procedures with precision in a busy environment.
- Quick thinking, reliable with a good memory and attention to detail.
- Previous experience in administrative work.

Desirable skills and experience:

- Contact and experience of talking to vulnerable clients in a mental health setting.
- Experience with WordPress, blogging and website management.
- Previous experience in data input.

If you would like to apply for this position, please send an up-to-date CV and covering letter stating how you fulfil the requirements and why you wish to work for Phoenix Therapy Practice.

Closing date for applications: Monday 15th June at 9am

Interview Date: Monday 22nd June

Contact: info@phoenixtherapypractice.co.uk