



**Title:** Service Access Point Administrator  
**Responsible to:** Direct Help and Support Manager  
**Salary:** £21,000 - £23,636  
**Status:** Full time, 35 hours per week.  
**Location:** Hybrid, predominantly working from home with some work from our Edinburgh office required

### **No mind left behind**

For over twenty years we have been making a huge difference to the lives of neurodivergent children, young people, and their families. Our goal is to become a world-leading centre bringing practical help, research, and education together to address the impact of neurodiversity.

This is an important role for our team, acting as the first point of contact for all enquiries to the Direct Help and Support team. In this role you will play a key role in keeping us running smoothly, managing a high level of enquiries, and ensuring we continue to deliver high quality services to children, young people, families and professionals.

### **Job Purpose**

The Service Access Point Administrator will provide an empathetic, friendly, informed, and consistently efficient first point of contact for anyone enquiring about Salvesen Mindroom Centre services and provide a range of administrative support to the Direct Help & Support (DHS) team. The Service Access Point Administrator is responsible for recording information using our CRM database and supporting in gathering and preparing statistical data to help us to monitor and evaluate our service delivery. Excellent communication skills are required for this role, as well as organisational skills and attention to detail, in order to manage a varied workload.

## **Main Duties**

- Responding to all initial enquiries made to the service by phone, text, email and online in a friendly, efficient and empathetic manner.
- Working closely with DHS Team Leaders to ensure all enquiries are directed to the most appropriate SMC service(s) for the enquirer's needs and arranging appointments using our Bookable Appointments System.
- Entering all enquiries timeously on our CRM database, ensuring personal details are recorded accurately, sensitively and with sufficient information to enable the team to provide effective support
- Supporting the team with monthly reporting activities and ensuring the CRM database is accurate and up to date
- Ensuring all activities are GDPR compliant and supporting with GDPR processes
- Creating monthly and quarterly statistical reports from the database to support monitoring and evaluation, and providing relevant statistical information from the database required for funding reports
- Providing administrative and technical support for Parent Support Groups
- Supporting team meetings, including diarising dates, organising rotas, preparing and sharing agendas, liaising with external speakers and taking minutes
- Supporting the team with making and distributing physical resources and publications
- Arranging room bookings for meetings. Setting up rooms with IT and refreshments. Welcoming external visitors as required

- Supporting the team to prepare for events and conferences, including organising bookings, materials and deliveries
- Supporting with administration for recruitment processes
- Additional tasks to support the Direct Help & Support team as required

### **Additional information**

The salary range is £21,000 - £23,636 depending on skills and experience. We offer 27 days annual leave, plus 8 days public holidays. The charity operates a contributory pension scheme to which the employer contribution is currently 5%. There is a mileage allowance for own car use. We have a confidential conversations service in place for all staff, currently provided by Crossreach. Out of hours work is covered by a TOIL policy. PVG registration is required for this role and the successful applicant will be expected to comply with the Salvesen Mindroom Centre’s policies and practice, including confidentiality and data protection. As a new employee you will be required to successfully complete a 6-month probationary period.

### **Person Specification**

| Specification                |  | Essential      | Desirable      |
|------------------------------|--|----------------|----------------|
| Education and qualifications | <ul style="list-style-type: none"> <li>• Educated to further education level, or with experience gained in a similar role</li> </ul>   | ✓              |                |
| Career experience            | <ul style="list-style-type: none"> <li>• Relevant work experience in a similar role (minimum of 3 years preferred).</li> </ul>   | ✓              |                |
| Knowledge                    | <ul style="list-style-type: none"> <li>• Knowledge of neurodiversity and the challenges experienced by families</li> <li>• A strong working knowledge of Microsoft Office and databases, in particular Excel and Outlook</li> <li>• Ability to complete basic trouble shooting on standard IT systems</li> </ul> | ✓<br><br><br>✓ | ✓<br><br><br>✓ |

|                     |   |                                 |   |
|---------------------|---|---------------------------------|---|
|                     | <ul style="list-style-type: none"> <li>• Understanding of the importance of maintaining confidentiality and how GDPR impacts on administrative work</li> <li>• Knowledge of statistical reporting</li> </ul>  |                                 | ✓ |
| Skills              | <ul style="list-style-type: none"> <li>• Excellent organisational skills and ability to prioritise own workload and meet deadlines</li> <li>• Excellent communication – in person, on the phone and in writing</li> <li>• Strong interpersonal skills</li> <li>• Ability to work as part of a team, and on own initiative</li> <li>• Strong IT skills including the ability to learn new systems quickly</li> <li>• High levels of accuracy and good attention to detail in all aspects of work</li> <li>• Ability to follow processes and procedures</li> <li>• Active problem solver</li> </ul> | ✓<br>✓<br>✓<br>✓<br>✓<br>✓<br>✓ |   |
| Personal attributes | <ul style="list-style-type: none"> <li>• Ability to be flexible, with a positive, optimistic approach to work</li> <li>• Ability to show empathy and understanding</li> <li>• Ability to remain focussed/calm under pressure</li> <li>• A wish to see an improvement in the lives of neurodivergent children and young people</li> <li>• A positive attitude to change and continuous development and improvement</li> </ul>  | ✓<br>✓<br>✓<br>✓<br>✓           |   |
| Other               | <ul style="list-style-type: none"> <li>• The successful candidate will be required to register with the Protection of Vulnerable Groups (PVG) scheme. This is an ongoing requirement of the role.</li> </ul>  | ✓                               |   |