

Job Description

JOB TITLE	Administrator/Reception
DEPARTMENT	Berry Mews
HOURS	37
REPORTING TO	Service Manager – Berry Mews
CONTRACT TYPE	Permanent
SALARY	£24,454

JOB SUMMARY	To provide a professional reception and administrative service that supports the effective day-to-day operation of Berry Mews, acting as the first point of contact for residents, visitors, professionals and contractors, creating a welcoming, safe and recovery-focused environment. To provide comprehensive administrative support to the Service Manager and multidisciplinary team, ensuring accurate records, regulatory compliance and efficient office systems and to support the smooth coordination of referrals, admissions, meetings, finance and general service administration.
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KEY RESPONSIBILITIES
RECEPTION DUTIES • Provide a welcoming, professional and confidential reception service for residents, visitors, professionals and contractors. • Act as the first point of contact for all telephone calls, emails and enquiries, responding appropriately or directing enquiries to the relevant member of staff. • Welcome prospective residents, families, commissioners and partner agencies, ensuring a positive first impression of the service. • Maintain the reception area, ensuring it remains tidy, welcoming and professional at all times. • Operate visitor sign-in procedures and ensure all visitors comply with health and safety and security requirements. • Receive and distribute incoming post, deliveries and parcels. • Support residents with general enquiries, signposting them to the appropriate member of staff where required. • Report maintenance issues, security concerns or incidents promptly to the appropriate person.

ADMINISTRATION

- Provide comprehensive administrative support to the Service Manager and wider Berry Mews team.
- Produce letters, reports, meeting agendas, minutes and other documentation as required.
- Maintain accurate electronic and paper filing systems in line with organisational policies and GDPR requirements.
- Ensure resident records, staff records and service documentation are maintained accurately and securely.
- Order office supplies, stationery and equipment, maintaining appropriate stock levels.
- Support the coordination of building maintenance requests and contractor visits.

REFERRAL AND ADMISSIONS ADMINISTRATION

- Administer referral enquiries and maintain referral trackers.
- Prepare admission packs, tenancy documentation and welcome information for new residents.
- Ensure all admission, discharge and transfer documentation is completed accurately.
- Coordinate meetings relating to referrals, assessments and discharge planning.
- Maintain occupancy records and assist with monitoring voids and service capacity.

FINANCE AND ACCOMMODATION ADMINISTRATION

- Process invoices, purchase orders and petty cash in accordance with organisational financial procedures.
- Support the administration of rent records, Housing Benefit documentation and service charge information.
- Assist with maintaining accurate financial records and expenditure monitoring.
- Liaise with Housing Benefit teams, commissioners and finance colleagues where required.

CLIENT RESPONSIBILITY

- Build positive and professional relationships with residents while maintaining appropriate boundaries.
- Support the organisation of resident meetings and consultation events.
- Assist residents with accessing information and completing basic forms where appropriate.
- Promote a recovery-focused, inclusive and respectful environment.
- Work collaboratively with the wider team to ensure residents receive a responsive and high-quality service.

EVALUATION AND MONITORING

- Maintain staff training, supervision and compliance records.
- Support audits and quality assurance processes.
- Ensure documentation supports organisational compliance requirements.
- Assist in producing reports, statistics and performance information.
- Maintain confidentiality and comply with GDPR, information governance and organisational policies.

COMMUNICATION

- Arrange meetings, appointments and room bookings.
- Prepare meeting documentation and take accurate minutes.
- Maintain diaries and calendars for the management team where required.
- Support communication with commissioners, Community Mental Health Teams, housing providers, NHS services and partner organisations.

OTHER DUTIES

- To participate in training as appropriate and to attend regular personal supervision sessions and annual appraisals.
- To undertake these duties in a framework that recognises the diversity of clients and encourages equality of opportunity for all.
- To maintain a dignified, respectful and inclusive culture throughout the service
- To contribute fully to the corporate aims and objectives and work within CWW Mind's values, policies, and procedure.
- To promote the values, aims and mission of Coventry, Warwickshire and Worcestershire Mind.
- Adhere to all organisational policies and procedures, including safeguarding, health and safety, confidentiality and equality legislation.
- Maintain professional standards at all times.
- To undertake any other duties as delegated, which are deemed appropriate within the grade and responsibilities of the post and following consultation with the post holder
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- This job description may be subject to change by agreement from time to time, to reflect the changing needs of CWW Mind or the funders

Person Specification

Coventry, Warwickshire and Worcestershire Mind is committed to employing staff that have the necessary skills and experience to undertake the duties required of each role. In addition, Coventry, Warwickshire and Worcestershire Mind is committed to developing and supporting staff, enabling each individual to carry out the responsibilities of their post to the best of their ability. Staff are encouraged to take part in a comprehensive training package. The organisation would expect the following from staff:

Essential/Desirable	
EXPERIENCE Previous experience in an administration and/or reception role. Experience providing excellent customer service in a busy environment. Experience answering telephones and managing enquiries professionally. Experience maintaining confidential records and databases. Experience using Microsoft Office applications including Word, Excel and Outlook. Experience working within health, housing, social care or mental health services. Experience supporting meetings, minute taking and diary management. Experience supporting financial administration.	E E E E E D D D
SKILLS AND ABILITIES Excellent communication and interpersonal skills. Friendly, professional and welcoming manner. Excellent organisational and time management skills. Ability to prioritise competing demands and manage a varied workload. High level of accuracy and attention to detail. Excellent customer service skills. Competent IT skills, including Microsoft Office and electronic record systems. Ability to maintain confidentiality and handle sensitive information appropriately. Ability to work independently and as part of a multidisciplinary team. Ability to remain calm and professional in challenging situations.	E E E E E E E E E
KNOWLEDGE Knowledge of GDPR and confidentiality requirements. Understanding of professional reception and office administration practices. Knowledge of health, housing or social care administration. Understanding of recovery-focused mental health services. Awareness of Health and Safety standards and regulatory requirements.	E E D D D
EDUCATION / QUALIFICATIONS GCSEs (or equivalent), including English and Mathematics (Grade 4/C or above). Business Administration, Customer Service or Reception qualification Commitment to continuous professional development.	E D E
VALUES Compassionate, respectful and person-centred approach. Commitment to equality, diversity and inclusion. Commitment to excellent customer service, confidentiality and professionalism. Flexible and positive approach to work. Commitment to the strategic aims of Coventry, Warwickshire and Worcestershire Mind.	E E E E E
GENERAL Ability to travel across Coventry, Warwickshire and Worcestershire if required. Flexible approach to working to meet service needs.	D E

Name of author		Alyssa Swiney
Date produced		July 2026