

## **ROWAN Office Manager (Job Share) Opportunity**

Rowan enables people to lead more satisfying lives, by working in partnership with them to increase self-awareness, knowledge and skills, benefitting individuals, relationships, teams, workplaces and society.

### **Background**

We're a small, friendly team, who, although we work separately, support each other. We want to help people live better and we're looking for someone who feels the same, to join us and help us grow.

Rowan provides the following services throughout Scotland:

- Counselling to individuals, couples, families and young people
- Employee counselling services
- Critical incident debriefing
- Training in leadership, coaching and counselling skills
- Workplace mediation
- Coaching

### **Hours of work:**

21-28 hours per week, comprising

- Mondays and Tuesdays 10am – 3pm
- Wednesdays 10am – 12 noon
- the remaining hours to be worked anytime Monday-Friday, 9am – 5pm as agreed on appointment. Please indicate your preferred days and hours in your application.

**Based at:** 2<sup>nd</sup> floor, 4 Kinnoull Street, Perth, PH1 5EN, please note the office is up several flights of stairs with no lift.

**Responsible to** Rachel Weiss, senior partner.

**Purpose of job:** As the key contact between the public and Rowan, your role is to ensure the smooth running of the Rowan office by managing the administration for the partners, trainers, counsellors and other consultants.

### **Organisational structure**

There are two job-share office managers, a finance administrator, a marketing person and the Head of Counselling, who each report to one of the two partners.

We have a network of about 50 self-employed, sessional counsellors throughout the UK, some of whom work from our Perth office, and a handful of freelance trainers and coaches.

**rowan**  
live better

01738 562005  
[www.rowan-consultancy.co.uk](http://www.rowan-consultancy.co.uk)  
[rowan@rowan-consultancy.co.uk](mailto:rowan@rowan-consultancy.co.uk)

## **Main tasks**

Respond to telephone and email enquiries  
Allocate clients to counsellors and correspond with clients and counsellors  
Keep client statistics up to date and create customer reports  
Assist with recruitment and new contracts  
Maintain and develop office processes and procedures  
Support administration of training courses, including managing bookings, student queries, providing resources for trainers, etc.  
Maintain ambience of premises  
Set up before and tidy up after training courses on Rowan premises  
Processing card payments online

## **Personal Qualities Required**

Reliable, efficient and self-motivating  
Warm, calm telephone manner, especially with distressed callers  
Attention to detail  
Able to work with team and independently  
Flexible, organised and calm under pressure  
Able to use own initiative and learn new skills  
Can prioritise own tasks within agreed timeframes.

## **Skills Required**

Comfortable using IT for all office processes  
Able to learn new applications on the job  
Excellent communication skills and telephone manner

## **Qualifications and Experience**

Experience of working in an administrative post in a small/medium business  
Experience using Microsoft Office Word, Outlook and Excel.

## **Desirable qualities**

Able to work extra hours, when needed for holiday cover  
Educated to HND or degree level  
Interest in learning, or experience, in finance

## **Pay and conditions**

£19.8k full-time equivalent annual salary (based on a 37.5 hour week)  
Initial probation period of 3 months  
Five weeks paid holiday per annum (pro rata), statutory sick pay, no bank holidays.

**Closing date:** 9am, Monday 2nd September 2019

**Interview date:** Tuesday 10<sup>th</sup> September 2019

**To apply:**

Send your CV, including contact details for a reference, to [rowan@rowan-consultancy.co.uk](mailto:rowan@rowan-consultancy.co.uk) with a covering email explaining what attracts you to this post and how you meet the requirements above. Please tell us where you saw the post advertised.

We may contact referees before interview, unless you ask us not to do so.

If you have any queries, contact us on 01738 562005 or [rowan@rowan-consultancy.co.uk](mailto:rowan@rowan-consultancy.co.uk)