

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 and young people privately
- Employee counselling services
- Training in leadership, management and counselling skills
- Workplace mediation
- Coaching

Post: Office Manager 21 hours per week; Monday, Tuesdays and Wednesdays, 9am-4pm at 4 Kinnoull Street, Perth, PH1 5EN

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 partners and two job-share office managers, the Head of Counselling & Psychotherapy and the Head of Coaching. We have a network of self-employed, sessional counsellors throughout the UK, some of whom work from our Perth office.

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

Manage marketing campaigns involving social media, emailshots and mailshots

Assist with recruitment procedures

Maintain and develop office processes

Support administration of training courses, including managing bookings, liaising with venues, student queries, provide resources for trainers, etc.

Maintain ambience of premises

Set-up before and tidy up after training courses on Rowan premises

Updating Rowan website using Wordpress

rowan
live better

01738 562005

www.rowan-consultancy.co.uk

rowan@rowan-consultancy.co.uk



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 computers to support 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

Marketing experience, especially using email and Facebook, Twitter and LinkedIn
Able to work extra hours when needed for holiday cover
Educated to HND or degree level
Experience using Microsoft Publisher and Wordpress

Pay and conditions

£18k 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), no bank holidays.

Closing date: March 18th 2015

Interview date: March 26th 2015

To apply:

Send your CV, including contact details for a reference, to rowan@rowan-consultancy.co.uk with a covering email explaining what attracts you to this post. We may contact referees before interview, unless you ask us not to do so. Please also tell us where you saw this post advertised.

If you have any queries, contact Rachel Weiss at Rowan on 01738 562005 or rowan@rowan-consultancy.co.uk

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