

**JOB DESCRIPTION**

**TITLE: CLIENT SERVICES ASSISTANT**

**Location:** Office base at East Street Hereford

**Hours:** Full-time 37.5 hours per week.

**Grade / Salary** £21,255 per annum plus benefits.

**Aim**

To assist with the referrals and appointments systems.

To assist with data input and the management documentation of client records as required.

To act as a point of contact for visitors to the Trust.

To provide support to professional staff as appropriate.

**Duties:**

* Assist with the recording of client documentation and records as requested.
* Assist with the maintenance of company files and documents.
* Assist with the booking of client appointments as directed.
* Update and retrieve client records in line with policies and procedures.
* Answer telephone calls and enquiries professionally and courteously.
* Prepare documents as required.
* Maintain public areas and client waiting areas to a satisfactory standard.
* Proactively follow up late or missing documents as requested.

**Notes:**

* This post is subject to an enhanced record check under the arrangements established by the Disclosure and Barring Service.
* The Trust reserves the right to alter the content of this Job Description, after consultation, to reflect changes to the job or services provided, without altering the general character or level of responsibility.
* The duties described in this Job Description must be carried out in a manner which promotes equality of opportunity, dignity and due respect for all employees and service users and is consistent with the Trust’s Equal Opportunities Policy.
* Reasonable adjustments will be considered as required by the Equality Act 2010
* Ensure that beneficiaries and other young people are appropriately safeguarded and comply with the trust’s safeguarding procedures.