

Job Description: Administration Assistant

ATtherapy are a thriving independent Speech and Language Therapy company with an office base in Oldham. We are proud to provide innovative, evidence-based therapy approaches for our clients who often have complex and diverse needs. We are specialists in brain injury and associated difficulties including language impairments, dysphagia, social and emotional mental health difficulties and alternative and augmentative communication.

We are looking for an administration assistant to work within the business support team to provide the highest quality service, empowering clients to achieve their potential. You will work with the team to ensure smooth day to day running of the business from our office in Oldham. Full and part time hours will be considered.

ATtherapy provide therapy support to a range of individuals, including where clients have a disability as a result of clinical negligence or injury sustained as a result of an accident or birth trauma. In these cases, we are appointed alongside a large multidisciplinary team (MDT) under the instruction of Case Management and Solicitors. Our team has an excellent national reputation for quality, innovation, research and development. This position will be mainly office based, with some opportunities to work from home.

Main roles and responsibilities

- Providing a high standard of service both internally and externally
- Prioritising workload to ensure the client's and their team's needs are met where possible
- Coordinating emails and calls in a timely manner using organisation and prioritisation skills
- To answer incoming calls in a professional manner
- To communicate effectively both verbally and in writing at all levels across the business both externally and internally to clients, other professionals, and staff (evidencing the ATtherapy way)
- Liaising with clients and their teams by phone and email
- Collate and record accurate information on our internal systems
- Dealing with urgent queries effectively and promptly
- Managing your workload independently and using initiative as required
- To comply with health & safety requirements
- To take responsibility for your own health & safety as necessary
- To comply with the company's disciplinary and grievance procedure as required

- To comply with the company's policies and procedures at all times
- To adhere to all aspects of confidentiality and Data Protection in order to comply with the law
- To support the Marketing Coordinator with marketing duties e.g. social media, newsletters, formatting presentations, website editing, events

Person Specification

- Passionate about helping others with a willingness to learn
- Positive about working with individuals with disabilities
- Knowledge and understanding of the software required to complete the role e.g. Canva, video editing software, Mailchimp
- Excellent interpersonal skills – including listening and empathy skills
- Good IT skills and technical aptitude – including Microsoft Office
- The ability to work flexibly in accordance with service needs

Benefits and Rewards

- 27 days paid leave per annum plus bank holidays (pro-rata) (3 to be taken between Christmas and New Year)
- Employer's pension contribution
- Full programme of induction plus supported training and development opportunities to facilitate personal career progression and continuing professional development
- Office base in Oldham
- All necessary equipment to fulfil administrative tasks
- A supportive, friendly working environment

We offer

- The opportunity to join a supportive and well-established team
- The support to progress in your career
- Regular supervision and progression through annual appraisal system

If you have a positive attitude, a good sense of humour and are passionate about working with people then we would love to hear from you.

For further information about the company please visit [our website](#). For further information please email info@ATtherapy.co.uk or apply online.