

Administration Assistant
Job Description
(last updated 7/1/25)

Job Reference: ADM2501

Job title:

Administration Assistant (full time, permanent)

Main purpose of job:

We are seeking a motivated and organised Administrator to join our dynamic team. This role is ideal for someone who is detail-oriented, a team player, eager to learn, to undertake day-to-day administrative tasks and but also passionate about supporting our reporting needs. Therefore, someone who can use IT well is important.

This role will be key to supporting our referrals and appointment process and will be working within the main office team under a lead administrator. The ability to communicate well and seek help if needed is crucial to the functioning of the administration team.

So, who is PsychWorks Associates?

Being a rehabilitation service offering psychological support and case management to individuals and families who have experienced a personal injury, we are one-of-a-kind here in the UK. We have won and been shortlisted for several awards and enjoy deeply what we do, whether in the back office or frontline. We take the core mission of our work - to help improve lives - very seriously and apply that to our staff and Associates, as well as our clients.

It will therefore work best if you're able to tap into your authentic interests and enthusiasm when applying for this role.

Our values and referrer promise

We want the individual in this role to actively believe in and promote our business values which, you will see from our website, are key to what we do and the experience of collaborating with us.

You will also see that our promise is to provide a service that leaves people better off as a result of connecting with us. Whether a client, a referrer, a colleague on the client's wider team or an Associate, what we offer is compassionate, high quality and reliable support, internally and externally to the service.

Position reports to:

Operations Manager

Location:

- Mostly working from home, with occasional attendance at head office and other locations for meetings, events etc.

Hours:

- 37.5 hours per week
- Monday-Friday with core hours of 930am - 3pm and 2 additional hours to be worked flexibly each day.

Salary & Benefits:

- Salary £24-26k depending on experience
- 25 days' annual leave plus 1 day's birthday leave, 1 day's 'duvet day' leave, plus Bank Holidays.
- Training opportunities
- Workplace pension
- Work from home

Administrative Duties:

- Assist with day-to-day administrative tasks including data entry, filing, and document management.
- Handle incoming calls, emails, and other communications.
- Schedule meetings and manage calendars for the team.
- Form an agenda, take notes, finalise and disseminate minutes of office meetings
- Support with reports, presentations, and correspondence as needed.
- Support the team with various administrative projects and tasks.

Skills and Personal Specifications:

Essential	Desirable
<p>A levels or equivalent Good command of spoken and written English Previous experience of working in administration Competent in the use of IT systems (including Microsoft Office eg Excel, client records management systems eg Qunote, MS Teams/Sharepoint) Right to work in the UK</p> <p><u>Skilled in:</u> Good communication with team and line manager(s) Supporting the sharing of business-relevant data when needed Delivering 1st class customer service Contributing to a positive team spirit Problem solving Critical thinking Willingness to learn Written and verbal communications Representing and embodying the organisation's interests in communications Growth mindset and positivity to change</p> <p><u>Ability to:</u> Give support Get support in areas of development Work under pressure Self-starter Be proactive and progressive in the role Support the production of business reports in a timely manner Data process Ability to travel to Reading and elsewhere</p>	<p>A degree in a relevant field Previous experience of working in a clinical service Experience with clinical software Presentation skills Proficiency in using Canva</p>

Periodic/occasional attendance at company offices & occasional attendance at other locations, for events or meetings	
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Diversity and Inclusion

We are committed to fostering a diverse, inclusive, and equitable workplace where everyone feels valued and respected. We believe that diversity of experience, background, and perspective strengthens our team and drives innovation. We welcome applicants from all walks of life and are dedicated to ensuring that all individuals, regardless of race, gender, disability, sexual orientation, religion, or age, have equal opportunities to thrive in our organisation.

We encourage applications from candidates who are passionate about creating an inclusive work environment and believe in the power of diversity to enhance our company.

More About PsychWorks Associates and Working with Us!

We are proudly an award-winning, unique service offering psychological support and case management to injury individuals and families. Known for providing responsive and high-quality clinicians, we are supporting, progressing, and innovating the injury field’s rehabilitation provision for future generations. Drawing on our psychological underpinnings, we are trauma-informed, culturally sensitive, and driven by collaborative case coordination. We bring together mind and body, individuals and systems, evidence-based and personal experiences as part of our objective to make recovery a holistic journey for all involved. It’s an exciting time to join a passionate and dedicated group of office and clinical personnel led by an out-spoken, kind, and high-performing founder, Dr Shabnam Berry-Khan.

Our promise to referrers and Associates is therefore very clear and part of our customer service: to provide proactive, ‘good-fit’, timely and coordinated input, supported by the office staff. Cost-effectiveness, fairness, and reasonableness lie at the core of the work we offer, clinical or administrative.

This role is situated within the office team, known as the hub. The hub itself is a well-formed, professional group of highly dedicated individuals whose many unifying characteristics include kindness, respect, loyalty, joviality and honesty. A healthy work-life balance is encouraged and a focus on positive mental health is valued.

We feel the synergy of solid, forward-thinking teams with aligned values and commitment to our mission has been captured nicely in these recent testimonials:

“As planned, [we] met earlier this evening... From everything we discussed, it sounds like you have a great culture!”

- Administration assistant/CSA applicant with a senior manager, May 2024

“Professional...quick at responding...and very helpful”

- External feedback about our administration team, September 2024

“The ‘checking-in’ support has been so valuable as I transition into the service”

- Associate Case Manager when starting in the role, September 2024

“Sue is a dream to work with”

- Associate Psychologist about our Relationships and Referrals Lead, October 2024

“PsychWorks Associates is such a supportive and nurturing company, I'm really enjoying my work with you”

- Associate Psychologist’s impromptu feedback, October 2024

“I work as a PWA associate... and love it. I get to work with different MDTs for different people... and I also have the support of Shabnam and the rest of the team.”

- Associate Psychologist to other psychologists on social media, November 2024

“I bumped into [referrer] at an event today. He said that you were absolutely the right fit of psychologist for his client - compassionate and skilled. As a result of your input, he is seriously considering referring more clients to you/us. What great feedback - well done and, honestly, thanks heaps for your clearly excellent service!”

- Emailed feedback from Dr Berry-Khan to Associate Psychologist, December 2024