



Job Description

Job Title:	Counsellor on Placement Administrator
Reporting to:	Counsellor on Placement Officer
Direct Reports:	No direct reports
Salary:	£26,125.00
Location:	50/50 split between home-working, and 175 St John Street, Farringdon
Hours & Basis:	Permanent role, 5 days a week. Other working hours will be considered.

About this role:

Place2Be needs to recruit nearly one thousand Counsellors on Placement annually to provide 1:1 therapeutic support to children and young people in our partner schools. Working as part of a team led by the Placements Manager, you will lead on recruitment administration and onboarding checks for Counsellors on Placement joining Place2Be, as well as being the first point of contact for prospective, and current CoPs, contacting Place2Be via email and phone. Assigned to specific geographical regions, you will work closely with the Counsellor on Placement Officers to ensure Counsellors on Placement are recruited and placed in schools in a timely manner, being a key point of contact for Counsellors on Placement and Area Managers during this process. You will also lead on processes that retain Counsellors on Placement, such as system support, HR audits and queries from counselling training providers and schools.

The role will contribute to Place2Be's strategic and operational Mental Health Workforce objectives. Proven experience in administration is essential alongside an enthusiastic and flexible approach to work, strong interpersonal skills, and a genuine passion to make a difference.

Key Responsibilities:

Recruitment and onboarding for Counsellors on Placement

- Manage all recruitment administration to ensure that all Counsellor on Placement applicants receive a professional, high-quality service and have a positive recruitment experience.
- Collate & shortlist applications for designated regions within an agreed time scale
- Arrange and coordinate interviews, ensuring candidates and the panel have all the information they require
- Ensure all applicants are informed of the outcome of their interview within an agreed time scale
- Manage the pre-placement check process, including Right to Work checks and references.
- Conduct DBS document verification calls over Zoom for onboarding candidates
- Overseeing the ID cards process for candidates, and returning Counsellors on Placement
- Maintain and update Cascade with data regarding Counsellors on Placement in collaboration with Counsellors on Placement Officers

Retaining and recruiting Counsellors on Placement

- Act as a point of contact for all placement queries from onboarding Counsellors on Placement to the Placements inbox

and phone line, ensuring that a timely and responsive service is delivered to a high standard

- Develop and maintain positive, collaborative working relationships across Place2Be
 - Support the Counsellor on Placement Officers to improve current recruitment processes and candidate experiences, such as creating and maintaining regional maps of schools available for placement
 - Develop and maintain the Counsellor on Placement recruitment and onboarding materials in collaboration with the Counsellor on Placement Officers
 - Managing and providing support on Counsellor on Placement systems/platforms, such as Counsellor on Placement portal issue diagnostics, e-learning log in resolutions and Umbraco administration including removing left Counsellor on Placements.
 - Manage the CoP DBS & Right to Work audits, as well as annual Safeguarding Refresher training checks and reminders
 - Ensure appropriate and secure disposal of confidential documents are deleted in line with GDPR requirements
 - Supporting the Counsellor on Placement Officers to collaborate with the relevant teams (HR Systems/Digital/Training) to plan, execute and implement changes to Counsellor on Placement IT systems to provide an outstanding recruitment, onboarding, and placement journey
 - Supporting the onboarding sessions for Counsellor on Placement candidates with Counsellor on Placement Officers
 - Provide P2B external references for Counsellors on Placement
 - First point of contact for all training provider and current schools, and supporting and resolving queries such as providing policies, DBS policies, updating Counsellor on Placement records
 - Attend and participate in departmental meetings and staff meetings
- Diversity and Inclusion
- A dedicated commitment to diversity and inclusion and equality of opportunity

What you will need:

Qualities:

1. Strong oral and written communication and interpersonal skills
2. Ability to build effective relationships, both internally and externally, showing sensitivity for others' viewpoints and valuing diversity
3. Ability to plan, prioritize, use own initiative, and meet multiple deadlines.
4. A high degree of initiative, flexibility, diplomacy, and patience
5. Proven implementation of and drive for improvement of standards and performance
6. Flexible team player, with an ability to work under pressure and prioritize effectively
7. Excellent attention to detail
9. A dedicated commitment to diversity and inclusion and equality of opportunity

Experience:

10. High volume supporter service/volunteer/HR/recruitment administration experience or similar
11. Experience in delivering outstanding customer service, with a solutions-driven approach
12. Experience of working with highly sensitive information and data in a confidential manner
13. Excellent knowledge of general IT systems and MS Office applications (Word, PowerPoint, Excel)
14. A strong commitment to our values and ability to demonstrate these in your work: Perseverance, Integrity, Creativity and Compassion. <https://www.place2be.org.uk/about-us/our-work/our-mission-vision-and-values/>