

Job Profile: Administrator

Emma has worked for IAPT as a Band 3 Administrator for just over 5 months now, working between two offices through the week:

A day in the life of an Administrator...

A typical day is full of client interaction whether that is booking the clients into their appointments on the telephone, greeting clients for their appointments with their therapists at reception, or helping with a range of queries and ensuring the client is happy and satisfied on the telephone or via email communication. As an admin you are always on hand to help with room bookings, letters, emails and just general admin queries from therapists, managers on site, also.

What do you enjoy most about being an Administrator?

I enjoy the social interactions with clients, new and current. I love to be able to help people into their pathway for CBT therapy and cherish the thought of being the first friendly person they speak to. I put them at ease on the phone and also represent this service with the upmost respect and kindness. As an Administrator (as with any job) you encounter problems and human error and try to avoid these at all costs. I try to be vigilant to any error that may arise; I like to investigate and rectify these before they impact a client or colleague. Working within in this team is really enjoyable – the heart of the service, and the voice of the service for any client to speak to for the first time perhaps, or for the next several times! As an admin for IAPT you can never know what issues you may face for the day, but actually, I quite like the enjoyment of it!

Challenges...

Dealing with clients who are tearful or emotional on the phone can be challenging when trying to complete a referral or taking information, but as long as you are patient and understanding, they have called for your help and advice. Being patient is so vital to being able to understand a tricky situation from the other side of the phone. Equally, when speaking to clients who may be at RISK can be a challenging situation to hear - you want to help them right in that moment, but also remain professional, supportive and calm.

Support...

I have amazing support from all my IAPT team colleagues, from my fellow administrators, Senior Clinicians and Service Manager within the service. Depending on the issues or support that I may require in relation to a client, you can gain that support easily and with a team that are very approachable, you never feel as you are bothering anyone and can deal with an issue quickly and simply.

Key skills and knowledge...

Patience, kindness, assertiveness, friendly, being an approachable person, understanding, organised, can cope under pressure, good telephone manner, positive and helpful.

Future opportunities...

I feel this role could open a range of opportunities to different roles within the service. Possibly a more senior role within the admin team or training further afield within the IAPT service. The longer I have been within IAPT, the more open I am to different opportunities.

What advice would you give to a prospective an Administrator?

To always be as kind and helpful as possible to clients. A friendly voice that sounds genuinely caring, calm and helpful can go a long way if a client or their family member is struggling currently. Also a notepad is key! As you can get an influx of information at one time and need to go back to several points later on, keeping tidy and organised is vital for being an administrator.