



Job Description

Administrative Assistant (Part-Time)

Organisation

S.M.I.L.E. Counselling and Training

Reports To

Training Manager and Clinical Lead

Hours

20 Hours per Week (Mon – Friday 10am – 2pm)

(10 hours supporting the Training Team and 10 hours supporting the HUB Counselling Service)

Salary

£13.45 per hour

Job Purpose

To provide efficient administrative support across the Training Team and HUB Counselling Service, ensuring the smooth day-to-day running of both services. The postholder will support learners, clients, colleagues and stakeholders by maintaining accurate records, producing reports, updating digital content and contributing to the delivery of high-quality services.

Key Responsibilities

- Provide general administrative support across the Training Team and Counselling HUB.
- Act as the first point of contact for learners, clients and visitors, responding to telephone, email and face-to-face enquiries.
- Maintain accurate learner and client records, ensuring compliance with GDPR and organisational procedures.
- Audit learner and client files to ensure records are complete and up to date.
- Prepare statistics, monitoring information and reports for management, funders and the Board of Trustees.
- Support the administration of training courses, workshops and counselling services.
- Prepare training materials, certificates and other documentation.
- Update the organisation's website, social media platforms and digital communications.
- Assist with newsletters, promotional materials and marketing activities.
- Support the review and updating of organisational policies, procedures and quality assurance documentation.
- Maintain filing systems, databases and office records.
- Work collaboratively with colleagues and undertake any other reasonable duties appropriate to the role.

Person Specification

Essential

- Previous administrative experience.
- Excellent organisational and communication skills.
- Good IT skills, including Microsoft Office (Word, Outlook, Excel and PowerPoint).
- Experience using digital communication tools such as Canva, Mailchimp and social media.
- Ability to manage confidential information with accuracy and professionalism.
- Ability to prioritise workload and work independently as well as part of a team.

Desirable

- Experience within a training, education, counselling, health or voluntary sector environment.
- Experience maintaining websites and digital content.
- Experience producing reports and monitoring data.
- Knowledge of GDPR, safeguarding and quality assurance processes.

Core Values

The successful candidate will demonstrate professionalism, integrity and a commitment to the values of S.M.I.L.E. Counselling and Training. They will promote equality, respect and inclusion while contributing positively to the organisation and its continuous improvement.

EPG Criteria

Please note **Employer Pathway Grant** Roles are open to **West Lothian Residents** only and meet the below criteria:

- **Aged 16–24 and currently unemployed, or**
- **A parent or carer with at least one dependent child, where the parent or carer is unemployed or from a low-income household and meets the [Parental Employability Support Fund](#) criteria**
- Not in full-time training or education
- Candidates who have previously received funding through a West Lothian Council employment grant or an equivalent scheme administered by us are not eligible for further funding through this programme.

The employer has claimed an exception under the Equality Act 2010

To apply please email your *CV along with job title in subject to* andy@smilecounselling.org.uk