

About the Severnside Institute for Psychotherapy

Severnside Institute for Psychotherapy (SIP) was set up as a membership and training organisation in 1984 and is a charity and limited company, and a Member Institute of the [British Psychoanalytic Council](#) (BPC).

SIP has approximately 100 professional members and associates, as well as trainees following clinical trainings (leading to registration with the BPC as either a psychoanalytic psychotherapist or a psychodynamic psychotherapist), and further students attending preparatory courses (which may or may not lead to professional qualification). SIP hosts events open to the public, including our Annual Lecture, presented by a psychoanalyst with an established national or international reputation, and occasional Study days, alongside clinical workshops and seminars for our members and associates. In our recent accreditation visit by the BPC, we received excellent feedback on our training and on being a well-functioning organisation, able to discuss and address areas of tension or conflict. And our therapists are in high demand. We own the building in which we are based – 11, Orchard Street, in the centre of Bristol and we run our training and library here, as well as hire out 8 therapy rooms throughout each day to SIP members and other accredited therapists

We would like to draw your attention to the statement of our Mission, Values and Aims ([available on our website](#)).

How to Apply:

To apply, please submit your CV and a covering letter by email to the Office and Operations Manager: officeandoperationsmanager@sipsychotherapy.org

The deadline for applications is 22nd April

Interviews will take place in person on 29th and 30th of April. If you know you cannot attend, please state this in your application as we may be able to accommodate another interview date.

Start date: ideally 6th May, although some flexibility for the right candidate.

For an informal conversation, please contact Office and Operations Manager

Contract type: Permanent (subject to review after 6 months)

Hours: 16 hours per week (some ad hoc/occasional hours may be required)

Salary: £25K (Pro rata)

Location: In office, not remote

Purpose of the Post:

To provide a high level of administrative support to the Office and Operations Manager to ensure the smooth running of SIP. This post has a public facing role in assisting the Office and Operations Manager to support SIP's Membership and Executive as well as assisting in the running and maintenance of the 11, Orchard Street building facility, and the daily use of its therapy rooms by SIP members and other accredited therapists, as well as its training department.

11, Orchard Street – Building Administration Responsibilities:

- Ensure the smooth day-to-day running of 11, Orchard Street and work co-operatively with all organisations and individuals who use the building
- Respond to straightforward user/potential user queries, referring more complex queries on to the Office and Operations Manager
- Maintain and administer the room user booking system
- Liaise in person with therapy room users, ensuring all usage meets booking conditions; remove any which do not; and email room users to advise, and to action cancellations in line with cancellation terms
- Provide in-person building inductions to new room users, outlining the organisation's fire safety, emergency evacuation, health and safety, and room bookings policies.
- Check domestic items – milk, tea, coffee, soap, toilet roll, etc and restock if necessary; replace hand and tea towels with clean items and administering laundry
- Administer and oversee routine maintenance (e.g. cleaning), services (phone, electric, gas etc.) and to advise the Office and Operations Manager of maintenance tasks as necessary
- Assist weekly and monthly fire safety and health and safety checks at a regular time when building is not in use, and advise the Office and Operations Manager of any issue for maintenance or servicing that arise
- Provide building access to contractors when necessary, including by working flexibly on an occasional basis

SIP Membership Responsibilities:

- Assist in responding to and processing new membership enquiries (via membership mailbox)
- Assist in maintaining up-to-date SIP membership records using CRM
- Administer changes in status of existing members and the annual membership renewal process; keep members up-to-date regarding claims, fees and expenses

- Assist in assembling and distributing the monthly Membership Email Newsletter and other updates to the membership
- Assist in producing reports on membership activities for the bi-monthly Executive Committee meetings
- In collaboration with the Finance Manager and Training Administrator, maintain SIP's organisational registrations to the British Psychoanalytic Council, PEP-Web and various journals

Consultation and Referral Service and Orchard Therapy Responsibilities:

- Assist the day-to-day running of SIP's Consultation & Referral Service (CRS), including monitoring the CRS mailbox, the processing of referral requests and referrals for initial consultations, and recording enquiry outcomes from Area Representatives'
- Assist with CRS referrals fee invoicing
- Provide administrative support for the Orchard Therapy service, during certain points in the year

General Administration Responsibilities:

- Process and distribute telephone and email enquiries, including occasional enquiries for psychotherapy referrals
- Process and distribute post
- Attend meetings as required, and provide administrative support (including minute-taking) as requested by the Office and Operations Manager and assist in supporting the setting up and running of the Annual General Meeting
- Maintain, update, store and dispose of documents, records, databases, systems (including shared online documents) and follow security measures as required
- Assist with the development of new administrative systems as required
- Assist the production, maintenance and distribution of publicity materials (including the website and social media)
- Maintain publicity databases on Mailchimp and Insightly
- Update information on SIP's website using Wordpress
- Use and update the organisation's social media feeds including Facebook and Twitter
- Support event management by booking rooms and assist with arrangements for external events
- Support event management by setting up online events
- Support event management by managing ticket sales via Eventbrite
- Order & maintain building, stationery and office supplies, report any problems with IT systems and office equipment
- Work within the ethos and requirements of SIP's Rules and Byelaws and key policy documents (such as Safeguarding and GDPR)
- Other duties as arise from time to time and are commensurate with the post

PERSON SPECIFICATION:

This post requires someone who is reliable, organised, conscientious and who knows how to prioritise tasks.

Skills and Experience – Essential:

- Proven experience of administrative duties within an organisation
- Excellent communication skills – written and verbal
- Experience of handling public enquiries
- Experience of working in a team and being line managed
- Ability to work on own initiative
- Excellent time management and proven ability to prioritise work and meet deadlines
- Versatility and ability to multitask
- Excellent working Knowledge of Microsoft Office 365 suite and overall confidence with technology and software
- Understanding of confidentiality and data protection issues
- An understanding of and empathy with SIP's mission, aims and values, and an ability to work within SIP Objectives
- Ability to be flexible for very occasional additional ad hoc hours (including occasional weekend hours)

Skills and Experience – Desirable:

- Experience with CRM databases
- Experience of HTML and website management with Wordpress
- Experience of managing social media channels
- Experience of working in the charity sector