

## JOB DESCRIPTION

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<b>Title of post:</b>	<b>Senior Therapy Administrator</b>
<b>Hours:</b>	<b>Part time (20 hours per week)</b>
<b>Contract:</b>	<b>Permanent (probationary period of six months)</b>
<b>Salary:</b>	<b>Up to £30,000 FTE</b>
<b>Location:</b>	<b>Based at our children's centre in Llanishen, Cardiff, however, we operate a flexible, hybrid model which includes home working</b>
<b>Line Manager:</b>	<b>Therapy Manager</b>
<b>Summary:</b>	This is a key administrative role that provides essential support to Cerebral Palsy Cymru's therapy services. The Senior Therapy Administrator acts as a personal assistant to the Therapy Manager, manages all aspects of private (self-funded) therapy appointments, and ensures professional reception cover when needed. In addition, the post-holder supports the successful delivery of in-person training courses at the children's centre. This role requires excellent organisational, communication and interpersonal skills and the ability to multitask in a busy and rewarding environment.

### **Job Outline:**

The Senior Therapy Administrator plays a vital role in enabling the smooth delivery of therapy services at Cerebral Palsy Cymru. Acting as the right-hand support to the Therapy Manager, the post-holder manages the coordination of private appointments, supports therapy planning administration, and ensures cover on reception as needed. They are also a key contact for training course logistics, working closely with the HR & Training Manager. The post requires professionalism, initiative, attention to detail and a commitment to providing excellent service to families, colleagues, and visitors.

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### **Main duties and responsibilities**

#### **Executive Support to Therapy Manager**

- Provide personal assistant support to the Therapy Manager, managing diary appointments and correspondence.

- Prepare agendas, meeting papers, and notes for therapy-related meetings.
- Draft and format reports and documents to support therapy planning and delivery.
- Maintain confidentiality and professionalism in all communications.

### **Private Therapy Appointment Administration**

- Coordinate and manage all self-funded therapy appointment bookings.
- Liaise with therapists to ensure efficient appointment scheduling and room usage.
- Communicate with families and individuals to confirm appointment arrangements and answer queries.
- Send out appointment letters and maintain accurate digital and paper records.
- Liaise with the finance team regarding invoicing and payment tracking for private sessions.

### **Reception and Front-of-House Duties**

- Provide reception cover when volunteer reception team members are unavailable.
- Greet and register families, visitors, and staff warmly and professionally.
- Answer incoming calls and handle queries or direct them appropriately.
- Ensure reception and waiting areas are welcoming and well-maintained.

### **Support for In-Person Training Courses**

- Support the HR & Training Manager in preparing for in-person training courses (approx. 3 per year).
- Work with the volunteer reception team to ensure rooms are set up, signage displayed, and resources in place.
- Organise refreshments and ensure a welcoming environment for course delegates.
- Greet and register delegates and provide day-of support for course tutors and attendees.

### **Additional responsibilities**

- Participate in team meetings and engage with the wider staff team when appropriate.
- Actively work with others (internal and external) to facilitate organisational and departmental improvements and changes, in line with charity-wide strategies.
- Maintain confidentiality at all times and adhere to Cerebral Palsy Cymru's confidentiality policy.
- Follow and remain up to date with Charity policies and procedures.
- Communicate effectively with colleagues, trustees, volunteers, partner

- organisations, stakeholders of all kinds, and service users.
- Carry out any other reasonable tasks as may be required.
- At all times be a positive ambassador for the Charity.

### **Person Specification:**

#### **Qualifications**

- A minimum of 2 or more A Levels or equivalent at Grade C or above.

#### **Experience**

- Experience providing administrative support in a busy office environment.
- Experience of diary management and/or personal assistant tasks.
- Experience working in a reception or front-of-house role.
- Experience coordinating appointments or schedules.
- Experience working in a healthcare, education, or charity setting (desirable).

#### **Skills, abilities and knowledge**

- Excellent organisational and time-management skills.
- Strong communication and interpersonal skills, with a friendly and professional manner.
- Confident in the use of Microsoft Office (Word, Outlook, Excel) and databases.
- Attention to detail and a methodical approach to work.
- Ability to manage multiple tasks and prioritise effectively.
- Ability to work independently and use initiative.
- Understanding of confidentiality, safeguarding, and GDPR compliance.
- Knowledge of appointment booking systems or CRMs (desirable).

#### **Qualities**

- Self-motivated; able to work with the minimum of supervision.
- A can-do attitude; positive team player.
- Calm, compassionate, and adaptable when dealing with families and children.
- Empathy with and commitment to Cerebral Palsy Cymru's values, purpose, and environment.

#### **Benefits:**

- Flexible part-time working
- A collaborative, supportive work culture
- Pension

- Company sick pay
- Wellbeing & mental health support for staff and families
- The satisfaction of knowing your work supports children and families across Wales

**How to Apply:**

Download and complete an application form from our website:

<https://www.cerebralpalsycymru.org/about-us/join-our-team-current-vacancies-and-opportunities>

Send your completed application form to: [HR@cerebralpalsycymru.org](mailto:HR@cerebralpalsycymru.org)

If you have any questions about the role or want to speak to a member of the team about the post, please speak to Joanna Di Somma (HR & Training Manager) on 02920 522600 or email [HR@cerebralpalsycymru.org](mailto:HR@cerebralpalsycymru.org).