



Petals

The Baby Loss Counselling Charity

**Counselling Service
Administrator**

RECRUITMENT PACK

Welcome From Our Founder & CEO, Karen Burgess



When Petals was launched in 2011, our primary aim was to ensure that bereaved parents in Cambridge were not left without counselling support simply because of NHS funding cuts.

Knowing the impact that our counselling service was having, we were absolutely determined to make sure that local parents continued to have the support they needed following pregnancy and baby loss, and furthermore to make sure this remained free-of-charge.

Since then, Petals has evolved beyond our expectations. We have expanded across the country and continue to grow our team of specialist counsellors, who are delivering life-changing support to bereaved parents.

Demand for our service has never been higher. Every single week we receive more and more requests for help from parents and NHS providers. As this demand grows, we're committed to building a compassionate team that can support both our dedicated counsellors and the clients who rely on us. We want to ensure every person who turns to us feels truly supported throughout their counselling journey

Thank you for your interest in Petals and this role. I very much hope that you like what you've heard about the charity and will consider applying to join our ambitious and committed team. I look forward to hearing what you can bring to Petals.

Karen

Petals Space

Free of barriers, held by boundaries; a nurturing place for people genuinely compelled to give to others. A place where we work thoughtfully together, with integrity, without prejudice.

A place where the unimaginable is made bearable and where growth becomes a possibility as we empower all to discover and achieve new potential.

OUR MISSION

To provide and promote specialist counselling for parents across the UK following pregnancy and baby loss

OUR VISION

Every parent in the UK has easy and timely access to specialist counselling following pregnancy and baby loss.

Petals Benefits

We are a small but dedicated team that is growing all the time. This is an exciting time to be joining us as we work hard to expand our service. We value each individual who works for Petals and everything they bring to the team and therefore, enabling a flexible work-life balance is important to us. The benefits of working for Petals include:

- **Holiday:** 23 days paid holiday each year in addition to paid public and bank holidays. This increases to 25 days paid holiday each year after two years service and again after five years service to 28 days plus bank and public holidays. This is offered pro-rata for part-time employees.
- **Training:** Fully funded CPD-certified e-learning courses across a broad range of content
- **Pension scheme:** Employees will be enrolled in the company pension scheme from the outset unless they choose to opt-out.
- **Hybrid working:** The benefits of being part of a team in the office alongside the comfort of working from home with laptops provided to facilitate this.
- **Staff away days and events:** Time to build relationships and shape the future of Petals away from the office environment.

JOB DESCRIPTION

Job Title: Counselling Service Administrator

Contract: 25 hours per week (must include Thursdays and Fridays)

Salary: £24,000 - £27,500 pa pro rata (£16,000 - £18,333 actual)

Reports to: Charity Business Manager

Location: Hybrid - Two days in Swaffham Bulbeck Office with homeworking.

The Petals counselling service continues to grow and Petals needs organised and efficient administrative support to sustain this growth. This role will work closely with our Counselling service team as the first contact a client has with Petals as they start their counselling journey.

Job Description

Administration of client journey:

- As the first point of contact, receive and respond promptly to all counselling referrals and enquiries within the stated timeframes.
- Provide administrative support to the Counselling Managers and Charity Business Manager.
- Monitor client bookings through the online booking system (Calendly).
- Provide follow-up contact as appropriate for non-booked referrals.
- Monitor and allocate client referrals.
- Coordinate interpreters within the Language Line contract.
- Administer evaluation forms for all closed client files with follow-up reports.
- Record all personal information collected carefully, to ensure client confidentiality is maintained and also in line with data privacy policies.
- Respond promptly and accurately to solicitor requests for client notes.
- Monitor and report on the client journey using the client database.

JOB DESCRIPTION

Communication with Counsellors:

- Liaise with counsellors to ensure an efficient and smooth transfer of client cases/referrals.
- Coordinate counsellor queries.
- Assist Petals Counsellors with all materials required to deliver the counselling service
- Share regular feedback from evaluation reports with counsellors and their counselling manager.
- Support the Charity Business Manager with training and updates on systems for counsellors.
- Attend meetings with counsellors as required to support the counselling service delivery.

Coordination of Counselling Groups:

- Coordinate arrangements and bookings for all group counselling.
- Manage the administration of the client journey for counselling groups.

Other Responsibilities:

- Provide cover within the Counselling Service Team when required.
- Work independently and responsibly with day-to-day communications that pass through the charity.
- Support other members of the Petals team as and when necessary to ensure consistency and efficiency throughout Petals.
- Attend workshops and events, in person or online, as required to support the counselling service.

PERSON SPECIFICATION

KNOWLEDGE & EXPERIENCE

- Administration experience (E)
- Experience of working with systems & databases (E)
- Experience of working in an office environment (E)
- Awareness of GDPR and its relevance when dealing with personal and confidential data (D)
- An understanding of (or interest in) clinical specialties, terminology, definitions, and abbreviations of the baby loss and perinatal field of work (D)

SKILLS & ABILITIES

- Proficient in MS Office (E)
- Able to efficiently use a variety of IT systems and resources to keep accurate records & create reports (E)
- Friendly voice and helpful attitude (E)
- Organised and methodical approach to work (E)
- Proactive and collaborative (D)
- Ability to work autonomously (E)
- Attention to detail (E)
- Ability to use a range of online video platforms (D)
- Ability to manage conflicting demands, deadline & interruptions (E)

PERSONAL QUALITIES

- Confident, self-motivated, and able to show initiative (E)
- Collaborative (E)
- Enjoy working in a small team (D)
- Willingness to learn (E)
- Committed and flexible approach to work (E)
- Sensitive awareness of Petals' cause (E)
- Willing to work in a developing and pressured environment in order to meet the needs of the charity (E)
- Interested in own personal development and willing to undertake training and development opportunities in line with the role (D)

Key: (E) = Essential (D) = Desirable

PERSON SPECIFICATION

As a small charity the ability to be flexible and adaptable to take on different duties if/when required in other areas of the charity, to support the aims and objectives of our mission is vital.

This job may involve working unsocial hours on some occasions. Time off in lieu will be taken by arrangement with your manager. Job description is not contractual and may need to change, upon discussion with the role holder.

Petals is committed to safeguarding and promoting the welfare of vulnerable adults, young people and children. Offers of employment are subject to pre-employment DBS screening checks.

HOW TO APPLY

We want our organisation to have different voices within it, and to reflect the range of communities which our clients come from. We welcome applications from everyone irrespective of sex, sexual orientation, gender identity, ethnicity, faith and religion, disability and age.

As ethnic minority groups and members of the LGBTQ community are currently under-represented across the organisation, we would particularly encourage applications from members of these groups.

Appointment will be based on merit alone.

To apply for this position, please send your CV and a covering letter to recruitment@petalscharity.org. **Closing Date: 17th March 2025.**
Interview Date: 25th March 2025

Please note, we strongly advise against using AI generated cover letters and CVs.

The closing date given is a guide only. There may be some occasions where we have to close a vacancy once sufficient applications have been received. It is therefore advisable to submit your application as early as possible to avoid disappointment as applications will be reviewed on a rolling basis.

If you have any additional access requirements for the recruitment process please contact us at recruitment@petalscharity.org to allow us to be able to make all reasonable adjustments that are necessary to accommodate any disabilities or health needs. Any information of this nature that is provided to us will remain confidential and will only be used to ensure our responsibilities to you with no impact on the selection process.

FIND OUT MORE
Web: www.petalscharity.org
Social: @petalscharity