

## **Administration Team Manager**

**Employer:** Purple House Clinic (Psychological Health Services)

**Base:** Edinburgh, near Haymarket

**Salary:** FTE £33,250 per annum

**Hours:** 37.5

**Working Pattern:** Core hours Monday to Friday 9-5

This is an office based role, post not available for home working or as term-time only role.

This is an exciting opportunity to work in a growing psychological healthcare service within the private sector. The Purple House Clinic provides specialist psychological assessments and therapy to adults as well as children, adolescents and families. Our work is driven by our core mission to make psychological health matter, and for us to deliver the highest quality services that psychological health deserves. This post will be based at our Edinburgh Clinic, providing in person administrative support to our established Edinburgh clinic and remote support to our Falkirk Clinic. Occasional travel to Falkirk may be required.

The Purple House Clinic Edinburgh and The Purple House Clinic Falkirk are owned and managed by Sarah Gallacher (Psychologist and Clinical Director). Clinical services are undertaken by a team of Psychologists and other allied health professionals. The successful post holder will be working to improve and oversee the implementation of effective business administration systems within the clinic and will undertake a range of business support tasks including: supporting the clinical team in the operational and performance management of the service; managing, supporting and developing the administrative team, supporting efficient service delivery through effective organisation, scheduling and documentation of activities.

We are looking for applicants who are compassionate, confident and self-motivated, who enjoy liaising with the general public and who are interested in being part of an environment focussed on improving emotional and psychological wellbeing. The successful candidate will have significant experience in an administrative role, ideally within a health care setting and excellent interpersonal skills. A high aptitude for computing is essential, including experience of word processing and using databases.

The post-holder will be an integral and valued part of Purple House and the post-holder's loyalty and positive contribution to the service will be rewarded with a very supportive working environment and opportunities for professional development. We are looking for someone who views the post as a long-term opportunity which fits with their career aspirations as this is a great opportunity from someone who wants to be part of a growing organisation.

Benefits include: Competitive salary, work-place pension (7%), and a positive and supportive working environment. The working environment is calm, quiet, and professional being situated in an attractive premise in the heart of Edinburgh's West End.

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This organisation is committed to the protection and safeguarding of children and adults at risk, and promoting their welfare. The Purple House Clinic, therefore, expects all staff and volunteers to share this commitment.

To apply, please send a completed application form to Sarah Gallacher (Clinic Director):  
[sarah@purplehouseclinic.co.uk](mailto:sarah@purplehouseclinic.co.uk).

Application forms can be downloaded from  
<https://www.purplehouseclinic.co.uk/psychology-jobs/>

Informal enquiries are welcomed, contact Sarah with any questions you may have.

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## **Administration Team Manager**

### **JOB SUMMARY**

To provide management, supervision and support to administrative staff

To support efficient service delivery through effective administrative support, organisation, scheduling and co-ordination of clinic activities.

### **DUTIES AND RESPONSIBILITIES- (including but not limited to)**

1. Management and support - day to day responsibility for management and support of the administration team including the induction of new team members and supporting the development and supervision of existing team members.

2. Support the Service Manager / Clinic Director by overseeing the onboarding of associate clinicians. For example, ensuring required paperwork is completed / received, compliance paperwork updated and website updated.

3. Receive general enquiries from clients and referrers (e.g. school staff, social workers, solicitors), which may be made via the telephone or e-mail. Gather relevant referral information, exercising empathy and sensitivity, and establish the client's/referrer's needs.

4. Oversee and co-ordinate the effective implementation of administrative systems and processes to ensure seamless service delivery. This may include:

- a. Liaising with Clinicians to establish their availability and suitability to take new referrals. Co-ordinating availability to ensure clients are appointed appropriately.
- b. Managing existing cases e.g. monitor the requirements/timescales for written reports, and manage funding arrangements.
- c. Ensuring reports and letters are suitably formatted, proof read and distributed appropriately within the required timescales.
- d. Ensuring work is invoiced for appropriately (clients and clinicians)

5. Managing the administration of conferences/training events e.g. taking bookings and making arrangements with venues.

6. Assisting the Service Manager / Clinic Director in the administration of business management / monitoring / development activities e.g. data collation and analysis of information for KPI's, assisting in the development of written and electronic marketing materials, or other company documents.

7. Ensure smooth delivery of other administrative tasks, such as: writing letters/emails, distribution of incoming/outgoing post, filing, scanning, photocopying, entering data into databases, formatting and proof reading reports, and ordering stock and supplies.

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8. In the absence of a designated Receptionist / Administrator: to welcome clients into the clinic and to make them drinks, and to open and lock up the building.
9. Ensure that company Policies and Procedures are adhered to regarding own work and the work of the administration team.
11. Maintain the security of sensitive, personal and other confidential information.

**Person Specification (Administrator)**

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	HND in Business, Administration or similar relevant field.	
<b>Experience</b>	<p>Management, support and supervision of others.</p> <p>Gathering and use of data for the purposes of monitoring and improvement.</p> <p>Experience liaising with the general public.</p>	<p>Experience working in a healthcare/medical environment.</p> <p>Experience handling sensitive/confidential information.</p> <p>Leadership or managerial development experience.</p>
<b>Skills</b>	<p>Demonstrates highly effective organisational skills, ensuring administrative processes run smoothly and efficiently.</p> <p>Able to manage and prioritise their own workload while coordinating and prioritising tasks across the wider administrative team to meet service needs.</p> <p>Works effectively within clearly defined deadlines, maintaining accuracy and consistency even during periods of high demand.</p> <p>Communicates clearly and professionally, fostering positive and productive working relationships at all levels within the organisation and with external partners.</p>	<p>Holds a foundational understanding of common psychological difficulties and neurodevelopmental differences, along with an appreciation of how psychologists and allied health professionals support clients experiencing these challenges.</p>

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<b>Abilities/Attributes</b>	<p>Demonstrates a strong desire to work collaboratively within a multidisciplinary team, contributing to services that enhance the wellbeing of clients experiencing psychological difficulties. Shows motivation rooted in compassion, understanding, and empathy.</p> <p>Able to engage with colleagues and clients in an empathic, attentive, and respectful manner, with the ability to listen effectively and respond appropriately.</p> <p>Capable of managing exposure to sensitive, distressing, or upsetting information while maintaining professionalism and personal wellbeing.</p> <p>Exercises discretion and sensitivity at all times, upholds the highest standards of confidentiality, and manages client information responsibly and securely.</p> <p>Works effectively as part of a team and provides clear, supportive leadership to administrative staff. Encourages positive team culture, communication, and shared responsibility.</p> <p>Demonstrates the ability to use initiative, identify solutions, and take proactive steps to improve</p>	
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	<p>administrative processes and support service delivery.</p> <p>Comfortable lone working and working independently when required, managing time and priorities effectively while maintaining communication with the wider team.</p>	
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