

Job Title	Directory Support Officer	Function	Supporting the administration of the BAPAM Directory of Practitioners
Reporting to	Senior Manager: Special Projects	Direct Reports	
Working Hours	14 hours per week		
Location	The base for work is Bream's Buildings EC1A 4DT, however a combination of remote and office working is currently in place. A laptop and internet phone will be provided and the post holder would need to comply with BAPAM's homeworking policy.		

Job Purpose
<p>Main purpose of job: To support the administration of the BAPAM Directory of Practitioners, processing new applications, implementing annual governance checks on practitioners and supporting our practitioner CPD programme.</p> <p>As a member of the team, the post holder will liaise with BAPAM colleagues to circulate information about the Directory for education and clinical work.</p> <p>As necessary and as time allows, the post holder will also provide helpline and general clinic administration support.</p>

Key Accountabilities
<p>1. Directory of Performing Arts Medicine Practitioners</p> <ul style="list-style-type: none"> • Receive new applications and check documentation including statutory and voluntary professional registration • Enter practitioner details on our CRM system and ensure they are kept up to date • Manage approval process with clinicians • Implement annual governance checks on listed practitioners, using the CRM to check and update professional registration/practice criteria • Support the Senior Manager Special Projects with information management and reports • Update information published on our website and assist with other practitioner-related comms <p>2. Practitioner CPD (Continuing Professional Development)</p> <ul style="list-style-type: none"> • Support the administration of BAPAM's CPD programme for healthcare and education practitioners • Liaise with the UCL Performing Arts Medicine team and other colleagues to collate speaker and presentation information. Support the Senior Manager: Special Projects to ensure events are published online (using EventBrite) and publicised • Send attendance certificates to participants

3. Helpline and Clinic Support

- Answer helpline calls
- Book appointments with clinicians and patients
- Patient greeting/parting/general care
- Send and receive confidential information using Egress mail and cloud services
- Patient reminder calls
- File patient records in line with protocols
- Support clinical service administration as required

The above outlines the key accountabilities of the role and the charity reserves the right to vary these to suit the requirements of the business.

Person Specification

The postholder will have :

- Education to degree level
- Experience of managing information for publication
- Experience of writing reports
- Worked successfully as part of a team
- Be a confident IT user familiar with Microsoft Office and online tools such as Office 365 or similar apps, and comfortable using Microsoft Dynamics CRM or a similar database while talking to clients on the phone
- Excellent communication, interpersonal skills and a good telephone manner
- Held a level of administrative responsibility which requires autonomous working, following procedure and managing time to meet deadlines
- Clear commitment to ensuring a high quality customer experience and learning from practice to continually improve service
- Ideally, you will be experienced working with health and/or education professionals. An interest in the arts or personal experience of arts practice would be advantageous but is not essential

The successful applicant will need to complete a satisfactory DBS check and provide two references.

Salaries and benefits:

The current salary is £22-24k per annum pro rata.

Benefits include additional 8% employer's pension scheme contribution payable on successful completion of probation period and 25 days per annum paid holiday pro rata. 3 days additional leave are taken between Christmas and New year when the office is closed.