



Beacon House  
Therapeutic Services and Trauma Team

**WE ARE  
RECRUITING!**

We are looking for a  
**full time receptionist/  
administrator** to join  
our busy, innovative  
therapeutic team.

[WWW.BEACONHOUSE.ORG.UK](http://WWW.BEACONHOUSE.ORG.UK)

## THE ROLE

### THE ROLE WILL INVOLVE:

- Warmly welcoming all visitors, ensuring they feel safe and relaxed whilst maintaining discretion and confidentiality at all times.
- Managing a daily log of all visitors and maintaining the security of the building by being vigilant at all times; ensuring therapists are notified when their clients arrive.
- Answering, screening and re-directing incoming telephone calls and monitoring voicemail messages.
- Managing the general upkeep of communal areas and the waiting room, including cleaning, organising, replenishing and maintaining these spaces.
- Overall responsibility for 'opening up' and 'closing down' therapy rooms and shared spaces.
- Undertaking administrative duties including proofing and formatting reports and letters; making and cancelling therapists' appointments; uploading and updating case files onto the Beacon House database, requesting and uploading consent forms to our database, supporting the room booking planning and system for the clinic and performing monthly GDPR checks on clinical records.
- Providing administrative support to the Office Manager and Leadership Team as required.
- Undertaking office support tasks such as scanning, photocopying and organising files; distributing deliveries and ordering supplies.
- Supporting the Operations Manager and Office Manager with building related tasks; liaising with tradespeople.

## THE ROLE (CONT)

### THE SUCCESSFUL APPLICANT WILL:

#### Essential:

- Have at least 2 years' administrative experience in an organisation which supports vulnerable individuals.
- Have excellent written and verbal communication.
- Be able to provide at least two satisfactory references covering the last 5 years.
- Demonstrable experience of working in fast-paced or multi-tasking environments.
- Demonstrable experience of handling confidential information professionally and sensitively.

#### Desirable:

- Experience of working in child/adult statutory or clinical settings.

### THE SUCCESSFUL APPLICANT WILL NEED THE FOLLOWING VALUES AND QUALITIES:

- Courage, spirit, tenacity, flexibility and energy.
- A commitment and passion for working within an administrative team, and as part of a wider multi-disciplinary team.
- An aspiration and drive to always offer a high quality and respectful service to our clients.
- The personal resilience to work well within a fast paced and high demand role.
- The personal resilience to work with clients who express high levels of distress and anxiety.
- A commitment to inclusion, equality and the embracing of diversity; ensuring that communications, interactions, and processes take into account accessibility and inclusion.
- A commitment to safeguarding individuals of all ages.
- A commitment to inclusion, equality and the embracing of diversity.

### CONTRACT:

- This is a permanent contract.
- Salary from £26,000, 25 days annual leave plus bank holidays.
- This is a full-time position, working 8.30am – 5.30pm Monday to Friday.
- The opportunity to be part of a nurturing, cutting edge, motivated and energetic therapeutic team working in a comfortable, well-equipped environment.
- Comprehensive management and support from the Office Manager, Operations Manager and Leadership Team.

## About the Service

Beacon House is a dynamic and thriving multidisciplinary service specialising in therapeutic services for children, young people, families and adults in West Sussex and surrounding areas. As a team, we combine psychotherapy, psychology and occupational therapy to provide a range of creative and carefully formulated assessment and therapy packages, with a special focus on repairing the effects of early trauma.

We receive referrals from self-funding adult clients and families who present with difficulties such as anxiety, low mood, school avoidance, OCD, PTSD, self-harm and family conflict. We work with over 250 children who are adopted or living with Special Guardians and as a service.

## LOCATION



The successful applicant will be based in our Cuckfield clinic, Chapelfields, West Sussex.

## Safeguarding Statement

Beacon House is highly committed to the safeguarding of all children and adults at risk who come into contact with our service. Following safer recruitment procedures is the first step to ensuring we are able to keep all those who come into contact with Beacon House safe.

You will also be required to apply for a valid DBS (Disclosure and Barring Service) certificate, which will provide details of criminal convictions. This may also include a barred list check depending on the nature of the role. You are welcome to request our full Safer Recruitment policy or access our Safeguarding Framework on our website ([www.beaconhouse.org.uk](http://www.beaconhouse.org.uk)).

## Equality and Inclusion Statement

The work of Beacon House is based on the belief that each individual is of equal worth regardless of age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, colour, nationality, ethnic or national origin, religion or belief, sex or sexual orientation (Protected Characteristics). All application forms will be considered equally, regardless of the above characteristics, and on the basis of the applicant's ability, experience, professional values and qualifications. We recognise the value of having a diverse workforce in order to best meet the needs of our clients. Beacon House is anti-racist. You can find our anti-racist service position statement on our website.



## GDPR Statement

If you apply for the role, your personal data will be recorded, stored, processed and utilised for safer recruitment purposes in accordance with our Privacy Policy. If your application is not successful on this occasion, we will securely and permanently destroy all information you have provided to us after six months, in line with our retention policy.



# THE RECRUITMENT PROCESS

For informal enquiries and to request an application form please get in touch  
with our **Operations Manager, Sarah Brown**, on  
[Sarah.brown@beaconhouse.org.uk](mailto:Sarah.brown@beaconhouse.org.uk)

**Deadline** for applications: **Friday 24<sup>th</sup> July 2026**

**Interviews** taking place: From **Wednesday 29<sup>th</sup> July 2026**

**We look forward to hearing from you!**

