

Job Description

Title	Details
Job title	Clinic Executive Support Administrator
Department/Unit	AnDY Research Clinic, School of Psychology and Clinical Language Sciences
Job Type	Fixed term, 0.8 FTE (28.8 hours per week)
Grade	Grade 4
Accountable to	Dr Ray Percy (Clinic Director)
Accountable for	N/A
Vacancy reference	SRF54454
Additional Information	A standard DBS check is required for this position. Please see these links for information on Safeguarding and Disclosure and Barring Service (DBS) Procedure

Purpose

Provide high-quality administrative support to the Anxiety and Depression in Young People (AnDY) Research Clinic, helping to deliver an efficient, professional, and welcoming service for children, young people, families, researchers, and clinical staff.

This role is central to the smooth day-to-day operation of the Clinic, involving a wide range of administrative and support activities. The post holder will use established systems and processes to ensure an excellent standard of service, working collaboratively with colleagues under regular supervision.

As a dynamic clinical and research environment, responsibilities may vary in response to the needs of the Clinic. While some post holders may develop expertise in particular areas, the role offers flexibility and the opportunity to contribute across a broad range of administrative functions.

Team Structure

- Clinic Director
 - Clinical Lead
 - Trainee Clinical Psychologists
 - Senior Children's Wellbeing Practitioners
 - Children's Wellbeing Practitioners
 - Assistant Psychologist (clinical and research)
 - Assistant Psychologist (research)
 - Clinical Lead for Placements

- Trainee Children's Wellbeing Practitioners
- Undergraduate and Postgraduate placement students
- Executive Support Administrator (this post).

Main duties and responsibilities

Administrative Coordination and Service Support

- Lead and coordinate the day-to-day administrative activities of the AnDY Research Clinic, ensuring efficient and professional support across clinical, research, and operational functions.
- Oversee and support the administrative contributions of placement students and other team members, helping to maintain consistent standards and effective ways of working.
- Develop, implement, and continuously improve administrative systems and processes that support service delivery, performance monitoring, and operational effectiveness.
- Act as a key point of contact for internal and external stakeholders, responding to enquiries and ensuring a high standard of customer service.

Executive and Operational Support

- Provide comprehensive administrative support, including preparing correspondence, maintaining records and filing systems, processing documents, and coordinating travel and logistical arrangements.
- Manage diaries, appointments, and local calendars, exercising discretion and confidentiality when handling sensitive information.
- Organise meetings and events, including scheduling, room bookings, agenda preparation, minute-taking, and monitoring follow-up actions.
- Support effective communication across the clinic, ensuring key information is shared promptly and accurately.

Information Management and Reporting

- Maintain accurate and up-to-date records, databases, and documentation, ensuring compliance with clinic and University requirements.
- Produce and analyse routine and ad hoc reports, maintaining data quality and supporting service audits, monitoring, and performance reporting.
- Ensure clinic information, including website content and key documentation, remains current and accessible.

Facilities, Visitors, and Events

- Coordinate the efficient use of clinic facilities and rooms, liaising with Estates and Facilities colleagues as required.
- Organise and support visits from academic, professional, and external stakeholders, including managing logistics, invitations, and related administration.
- Support the planning and delivery of clinic events, engagement activities, and other initiatives.

Human Resources and Financial Administration

- Coordinate recruitment, induction, and training arrangements for placement students and new staff members.
- Provide financial administration support, including raising purchase requisitions, processing orders and invoices, monitoring expenditure, and maintaining local inventories and records.

Team and Organisational Support

- Provide flexible administrative support across the clinic, assisting colleagues with a range of operational activities to ensure the smooth running of services.
- Build effective working relationships across the University and with external partners, helping to strengthen collaboration and connectivity across services.
- Maintain up-to-date knowledge of clinic procedures, policies, projects, and strategic priorities to ensure high-quality and informed support.

Supervision received

Line management will be provided by the Clinic Director. Additional support will be provided by the Clinical Lead and Clinical Lead for Placements as required.

Supervision given

N/A.

Contact

The post holder will have frequent contact with members of the AnDY Clinic team, other executive support staff in the School of Psychology and Clinical Language Sciences, placement students, and external visitors (including children, young people, and families accessing services provided by the Clinic).

Terms and conditions

This is a fixed-term, 0.8 FTE post until 30th September 2027 in the first instance, reflecting the current funding arrangements. Funding beyond this date is being actively pursued, and any extension will be subject to further funding being secured.

While some remote working may be possible, the postholder will be expected to work primarily on site at the Clinic, based within the School of Psychology and Clinical Sciences at the University of Reading.

This document outlines the duties required for the time being of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list, and the line manager may vary duties from time to time which do not change the general character of the job or the level of responsibility entailed.

Due to the nature of the role and our commitment to safeguarding, this role requires a DBS check.

Safeguarding responsibilities related to this post are equivalent to Safeguarding Level 2.

Please see more information here:

- [Disclosure and Barring Service](#)
- [Safeguarding Policy](#)

Date assessed: 01-10-2026

Person Specification

Job Title	School/Department
Clinic Executive Support Administrator	School of Psychology and Clinical Language Sciences

Which stage these Criteria be assessed

A = Application

I = Interview

P = Presentation/Pre task/Other

Criteria	Essential	Desirable
Skills Required	- Excellent organisational and time management skills. (A & I) - Ability to ensure effective liaison and communication. (A & I) - Accuracy and attention to detail. (A & I) - Excellent IT skills with a range of IT packages and systems (incl. Microsoft Office and IAPTUS CYP). (A & I) - Ability to provide a high standard of customer service. (A, I, & P) - Ability to maintain administrative and, where necessary, financial records. (A & I) - Ability to work collaboratively with others to achieve team goals. (A & I)	Ability to balance competing priorities and meet set deadlines. (A & I)
Attainment	To hold at least GCSE Maths and English at Grade C or above (or equivalent). (A)	Educated to a good level of education (A level standard or equivalent qualifications and/or experience). (A)
Knowledge	Familiarity with on-line processes and web-based systems and with standard office systems and procedures. (A & I)	Modern office management systems such as shared drives and electronic record keeping. (A & I)
Relevant Experience	- Experience of working in a busy office environment within an administrative role. (A & I) - Experience of responding to enquiries and providing advice to a range of stakeholders. (A & I) - Experience of minute taking/notetaking. (A & I)	Experience of working in a clinical environment and interacting with children with mental health difficulties. (A & I)

	• Experience in project administration support. (A & I) • Experience of events organisation support. (A & I) • Experience of using and maintaining databases and record systems. (A & I) • Experience of working with senior colleagues. (A & I)	
Other	• Positive, proactive and flexible. (A & I) • Team player. (A & I) • Ability to maintain confidentiality. (A & I) • A standard DBS check is required for this position. • Please see these links for information on Safeguarding and Disclosure and Barring Service (DBS) Procedure	• Able to adapt to evolving project needs. (A & I)

Completed By: Ray Percy

Date: 01-10-2026