IMPERIAL

Service Administrator

Department/Division/Faculty:	Student Services - Student Counselling and Mental Health Advice Service
Campus/Location:	South Kensington Campus
Job Family/Level:	Professional Services Level 3a (Salary Scales)
Responsible to:	Director of Service (Daily Management provided by the Service Operations Manager)
Line management for:	N/A
Key working Relationships (Internal):	Students, Service Operations Manager Service Administrators Referral and Triage Team Mental Health Advisers Study Mentors Counsellors Mental Health Intervention Officers Senior Clinicians Deputy Director of Service Director of Service Disability Advisory Service
Key Working Relationships (External):	Imperial College Health Centre NHS services Mental Health Charities and Voluntary Organisations Parents/ Guardians of Students
Contract type:	Full Time - Fixed Term (11 January 2027 to 1 October 2027).

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Purpose of the Post

The Student Counselling and Mental Health Advice Service works to support over 1700 students each year who may be experiencing a range of emotional and mental health difficulties. Our team has grown over recent years and is now made up of over 40 staff who work across areas such as counselling, study mentoring, mental health intervention, and mental health advice. The administrative team support the day-to-day operations of a busy, fast-paced service. This includes prioritising high volumes of enquiries, coordinating clinicians' diaries to meet fluctuating demand, monitoring shared inboxes and reception activity, and resolving operational issues as they arise to ensure continuity of service. You will also help streamline processes, maintain accurate records, and escalate risks or operational pressures promptly.

Managed by the Service Operations Manager, you will support the management of appointment bookings and waiting lists across the Service, alongside a range of administrative and operational responsibilities. You will regularly act as the first point of contact for students accessing the Service, including those visiting reception and registering for support. Under the direction of clinical staff, they will also support liaison with external organisations such as GP practices, NHS specialist services, mental health charities, and other College departments.

Given the nature of the Service, you will often encounter students who may be anxious, distressed, or overwhelmed. As such, it is essential that they can remain calm, compassionate, maintain professional boundaries, and follow established protocols.

We ask that candidates keep in mind that this post will involve coming into contact with information about difficult and challenging experiences, so personal resilience is crucial. We support staff with regular debriefing and space to discuss when challenging situations arise.

Key Responsibilities

Customer Support

- To provide prompt, efficient professional customer service to all Service users and staff requesting support from the team.
- To support the Service Operations Manager with the administration of the professional development programme of activities for mental health professionals working in the Service.
- To communicate and work across the College with other departments such as Communications, Disability Advice, Chaplaincy, Careers, Hall Wardens etc. and be able to advise on issues around student mental health and counselling.
- Escalate urgent, complex or sensitive enquiries appropriately.
- Administration of the professional development programme for mental health professionals.

Data Management

- To collate and organise Service data to create accurate reports and respond to Freedom of Information requests
- To take responsibility for processing incoming referrals across all parts of the Service. This includes applying risk protocols to triage urgent referrals to the Service Operations Manager and Duty Seniors.

- Maintain accurate and confidential student records in line with data protection legislation and Service procedures.
- Update and manage information on Service databases, CRM systems and other record management systems.
- Ensure information is recorded accurately and in a timely manner.

Management of Internal and External Requests

- To be a first point of contact for the Service, which involves liaising with student referrals, staff queries, and external requests including those of GPs, Police, NHS Specialist Services incl (HTT, SPA) and parents.
- To respond to student mental health distress and complex situations with a grounded resilient manner understanding how to remain calm in urgent situations.
- To be resilient and containing with professional services/ academic staff who may be struggling to cope with students in distress who are asking them for help.
- Explicit responsibility for supporting academic and professional services staff struggling to manage students in distress.

Service Development

- To monitor, evaluate and develop administrative operating systems and procedures for the Service to maximise quality, efficiency, and continuity.
- Create and manage Service triage resources for staff ensuring they are up to date and relevant.
- To gather information on potential partnerships with external organisations where required and present back to the Service Operations Manager.
- To deliver one-to-one coaching for Service staff on any aspect of administrative systems and data storage as needed.
- Ability to learn bespoke software and internal systems in order to provide clear support to students, staff and members of the team.
- To actively foster and develop new professional working alliances across the university to ensure smooth working between departments that support students.
- To provide input into resource planning and assist with audits, service reviews, and other quality improvement activities as required.
- To contribute and develop mental health outreach and student promotional resources to support students.
- To contribute to student mental wellness and mental health awareness events, an active member of communications groups where the SC&MHA Service is represented.
- To investigate young adult mental health trends, bringing to the attention of Service management issues of note.

Administrative Support

- Provide administrative support to staff to the Deputy Director and Director of Service where required for diary management, reports and presentations.

- Participate in meetings, take minutes and distribute information across the team.
- To apply knowledge of GDPR and the specific Data Protection and confidentiality policies of handling students' personal mental health and counselling records.
- To be knowledgeable of the ethics and requirements of the professional codes of conduct pertaining to the regulatory bodies for mental health professionals working in the Service (e.g. BACP, UKCP)
- To work with Senior Service staff to develop schedules for workshops, webinars, and website updates.
- Coordinate appointment bookings, waiting lists and clinician diaries across the Service.
- Monitor shared inboxes and support the effective day-to-day running of reception activity.
- Support colleagues during periods of annual leave, absence or increased demand.

Person Specification

Requirements Candidates/post holders will be expected to demonstrate the following:	**Essential (E)/ Desirable (D)**
Education	
· Educated to A Level or equivalent experience (including GCSE English and Mathematics)	E
· Educated to degree level or equivalent experience	D
Experience	
· Excellent administration skills with demonstrable experience in an administration focused role	E
· An understanding and knowledge of data protection regulations and experience of working with sensitive confidential records	E
· Experience of working with customers/ service users who are distressed, anxious or challenging and remaining calm	E
· Experience supporting large teams with multiple parts	E
· Experience of managing competing priorities in a fast-paced environment.	E
· Understanding and working knowledge of disability, equality, diversity, and inclusivity practices	E
· Experience following complex policies and protocols in a workplace setting	E
· Experience of working with young adults	D
· Experience of working in the Higher Education sector	D
· Experience working in a mental health setting	E

· Experience of using databases, CRM systems, or other record management systems.	E
· Experience handling confidential and sensitive information.	E

Knowledge

· Knowledge of data protection, confidentiality, and information governance requirements.	E
· Understanding of customer service principles and delivering a high-quality service.	E
· Awareness of issues relating to student wellbeing and mental health.	D
· Knowledge of higher education, student support, healthcare, or welfare settings.	D

Skills & Abilities

· Excellent and demonstrable IT skills (word processing, email, databases, spreadsheets)	E
· Excellent interpersonal, communication and listening skills with an ability to work well with people at all levels in an organisation	E
· High degree of personal resilience when dealing with difficult disclosures of information and experiences	E
· Ability to work independently and make informed decisions, in line with set protocols, related to student risk	E
· Well-developed time management and organisational skills with the ability to prioritise and meet deadlines	E
· Ability to handle confidential and sensitive information with tact and discretion maintaining appropriate confidentiality and boundaries	E
· Strong organisational and time-management abilities with excellent attention to detail.	E
· Flexibility and a capacity to adapt to the changing demands of the job	E
· Ability to use web editing tools and content management systems	E
· Proficiency in Microsoft Office applications, particularly Outlook, Word, Excel and Teams.	D
· Skilled in data management, reporting, and handling Freedom of Information requests.	E

· Ability to remain calm, professional and compassionate when dealing with distressed, anxious or upset individuals.	D
· Ability to maintain professional boundaries and exercise good judgement in sensitive situations.	E
· Demonstrates resilience, adaptability and a proactive approach to work.	E
· Ability to work both independently and collaboratively as part of a multidisciplinary team.	E

Further Information

Please note that job descriptions cannot be exhaustive, and you may be required to undertake other duties, which are broadly in line with the above key responsibilities.

Our values are at the root of everything we do and everyone in our community is expected to demonstrate Imperial:

- Respect
- Collaboration
- Excellence
- Integrity
- Innovation

Employees are also required to comply with all Imperial policies and regulations.

We are committed to equality of opportunity, to eliminating discrimination and to creating an inclusive working environment for all. We encourage candidates to apply irrespective of age, disability, marriage or civil partnership status, pregnancy or maternity, race, religion and belief, gender reassignment, sex, or sexual orientation. You can read more about our commitment on our webpages.

As this post is exempt from the Rehabilitation of Offenders Act 1974, a satisfactory Disclosure and Barring Service (DBS) check, at the appropriate level, will be required for the successful candidate.

Further Information about the DBS disclosure process can be found at: http://www.homeoffice.gov.uk/agencies-public-bodies/dbs / or by telephoning 03000 200 190. You may also wish to view the College's DBS webpage for policy statements on the Recruitment and Employment of Ex-Offenders and the Secure Storage, Use, Retention & Disposal of Disclosures and Disclosure Information.

November 2026