

Office Administrator Apprentice

(Level 2 Business Administration Apprenticeship)

- Responsible to:** Office Manager.
- Working with:** Office Manager, Office Manager Assistant, Director, Deputy Director, Senior Advocates, Duty Advocate, and/or any other member of CADMHAS team as and when required.
- Location:** Office based – 94 Bowen Court, St Asaph Business Park.
- Aims of the post:** To support the Office Manager and Office Manager Assistant in ensuring the smooth running of administration aspects of CADMHAS.
- Remuneration:** The starting salary for the post is £24,454 increasing to £25,454 on completion of the Level 2 Diploma in Business Administration. Salaries are paid monthly.
- CADMHAS will contribute the equivalent of 3% of the actual salary towards the company's pension scheme once induction period is completed.
- Access to 360 Wellbeing Personal Support Programme and benefits package after 12 months employment.
- Hours:** The working week is 37 hours - excluding lunch break, to be worked over 5 days.
- Holiday entitlement is 37 days per annum – inclusive of Bank Holidays.
- Overtime is not payable but time off in lieu may be taken at a mutually convenient time.
- Contract:** Subject to a satisfactory 3 months' probation commencing from the first day of employment.
- Must hold a full driving licence and have business-use insurance for any work-related travel.
- Closing date:** The closing date for applications is Friday 13th March 2026.

CADMHAS is dedicated to Equal Opportunities.

OFFICE ADMINISTRATOR APPRENTICE

Main duties:

Client Facing

1. To answer telephone enquiries and action appropriately.
2. To deal with incoming emails, referrals, and any other form of communication from clients and professionals.
3. Take down information as appropriate and pass on to the relevant person, as and when required.
4. Administration of Message Board, in liaison with Duty Advocacy team to ensure referrals and client messages are received and allocated to an appropriate advocate.
5. Pick up main office Voicemails and action appropriately.
6. Input referrals onto the company database.

Back Office

7. Filing information and documentation.
8. Shredding of confidential notes.
9. To assist the Office Manager and Office Manager Assistant in monitoring lone working and staff whereabouts as required, in line with CADMHAS policy.
10. To assist the Office Manager and Office Manager Assistant in keeping a record of Staff Annual Leave, TOIL, Study Days, and Sickness Absences.
11. To assist the Office Manager and Office Manager Assistant in recording agreements regarding payments of services, invoicing and ensuring payment is received regarding the RPR, IMHA, IMCA or any other project CADMHAS might obtain in the future.
12. To assist the Office Manager and Office Manager Assistant in booking training requirements identified either by Senior Advocates or the Directors.
13. In the absence of the Office Manager and Office Manager Assistant, organise payment of day-to-day invoices and record such payments on QuickBooks.
14. In the absence of the Office Manager and Office Manager Assistant, liaise with the accountant when required regarding collation of information for payment of salaries i.e. travel expenses, and ensure salaries are paid on time.
15. Assisting with the collation of organisations statistics.
16. Provide general admin and duty support.
17. Any other duties commensurate with the post.

The duties outlined above serve as a guide to the major responsibilities of the post. They may need to be reviewed during the lifetime of the post. Any changes will be in consultation with the post holder.

This post will be office based, working from our office on St. Asaph Business Park.

Apprenticeship:

Continuation of employment requires the post holder to either already hold, or to have achieved within 24 months, the Level 2 Business Administration NVQ, with a view to progressing to a Level 3 in the future. The post holder will be expected to attend such training events identified as being of value to their role and personal development, either by the Office Manager or the Directors, or themselves through supervision and appraisal.

Person Specification:

The following are considered essential.

- Welsh speaking
- A positive, non-judgmental attitude to, and empathy with, people with mental health problems.
- An understanding of the importance of confidentiality.
- Minimum 12 months experience of working in a similar role.
- Ability to be flexible, work on own initiative and in conjunction with others.
- Excellent organising skills
- Excellent telephone skills.
- Excellent communication skills written and verbal.
- Excellent IT skills in word, excel and database packages.

The following are considered desirable, but not essential.

- Level 2 Certificate in Business Administration
- Experience in the voluntary sector
- Experience of shorthand
- AAT level 2 certificate in bookkeeping

Applications:

A CV will not be accepted.

Applications forms will need to be requested from the CADMHAS office by emailing the admin team, at admin@cadmhas.co.uk.

Closing date for applications is **Friday 13th March 2026**.

Interviews will be held at our office w/c 23rd March 2026: 94 Bowen Court, St Asaph Business Pak, LL17 0JE.

Please email completed applications to admin@cadmhas.co.uk.