



Services Manager - Job Description

Overall purpose:

To manage the day-to-day running of Welcome Counselling, including your own client caseload, and be responsible for the growth and development of the charity.

Reporting To: Chair of Trustees and wider Board

Place of work: The Welcome Church, Witney; potential flexibility in location (e.g., occasional home working) to be agreed with Chair of Trustees.

Hours: 7.5 hours per week (0.2FTE), worked flexibly in agreement with Chair of Trustees

Contract: Permanent (subject to funding).

Salary: £34,229 FTE (£6845.80 part-time actual), with annual reviews.

Holiday Entitlement: 42 hours per annum

Training & development: participation in the agency's in-house CPD (average twice per year)

Key Activities:

Counselling

- Manage counselling enquiries to the service
- Undertake referral calls for potential clients
- Allocate clients to appropriate counsellors
- Provide oversight to the counselling team and their client load
- Responsible for proper storage of client paperwork in line with GDPR requirements
- Organise and facilitate monthly team peer supervision meetings
- Organise team CPD twice per year
- Facilitate and support student placements within the service
- Manage own client load of up to 2 clients per week



- Review charity policies and procedures annually

Administration

- Manage affiliations (ACC) and insurance for the service
- Manage organisational costs (e.g., IT and office costs)
- Manage charity budget*
- Oversee bank accounts and checking of transactions
- Manage accounting system and reconciliations with bank account*
- Produce charity monthly reports and financial management accounts*
- Manage payroll systems and procedures*
- Prepare for, and participate, in quarterly Board Meetings
- Manage obligations with the Charity Commission in partnership with the Board

Other

- Be a positive advocate for counselling
- Promote the service locally, e.g., medical centres, churches, etc.
- Seek to expand and grow the counselling team.
- Seek funding options to improve financial sustainability of the service.

**Support around financial processes provided as required*

Note: This job description is not exhaustive and will be subject to periodic review. It may be amended to meet the changing needs of the charity. The post-holder will be expected to participate in this process, and we would aim to reach agreement on any changes.

Note: This position requires you to undergo an Enhanced DBS check. As an organisation using the DBS to assess applicants' suitability for positions of trust, the organisation undertakes to comply fully with the DBS Code of Practice and to treat all applicants for positions fairly. It undertakes not to discriminate unfairly against any person on the basis of a conviction or other information revealed.

Additional information: this post is subject to an Occupational Requirement that the postholder is a committed Christian under Part 1 of Schedule 9 to the Equality Act 2010.



About us

Welcome was established in 2013 in partnership with the Welcome Church, with the aim of meeting the mental and emotional needs of the local community through the delivery of professional and affordable counselling. We achieved charity status in April 2025, and as of this year are now independent from the church in terms of our operational, financial, and governance processes.

Welcome Counselling has a unique place in the counselling world, sitting between free-NHS provision and the more expensive private sector. We charge for counselling, but offer concessionary rates for the unemployed, those on benefits, students and pensioners, plus those for whom the full fee would make counselling prohibitive.

We are a small team, currently of 4 counsellors and 1 counsellor-in-training, with great potential for growth and development. The team are all Christians, but we work with clients of any faith or none.

Our **vision** is to see the improved mental health and well-being of people in Witney and surrounding areas, through the delivery of professional yet affordable counselling, regardless of a person's background or situation.

Our **mission** is to offer affordable counselling, delivered from a person-centred and holistic context. We believe in helping the development and skills of trainee counsellors through offering quality student placements.