



Murray's Initiative

2nd Floor, 14 North Claremont Street
Glasgow G3 7LE
0141 353 1800

JOB DESCRIPTION

Job Title: Client Services Administrator

Location: Based within Murray's Initiative's Head Office in North Claremont Street

Salary: Starting Salary £24,479 per annum (pro-rata)

Hours: Part-time - 27 hours per week – Permanent post

Ideal Working Pattern :

Week 1

Monday 8.30 – 2 (5.5)

Tuesday 1 – 9 (7)

Friday 10 – 6 (7)

Saturday 8.30 – 5 (7.5)

Week 2

Monday 9 – 5 (7)

Tuesday 1 – 9 (7)

Wednesday 9 – 4 (6)

Friday 10 – 6 (7)

We understand that many will have other commitments outside of work and so flexible working, part-time hours or job-sharing arrangements will be considered for the right candidate.

About Us:

Murray's Initiative (formerly known as Glasgow Council on Alcohol) is an independent Scottish charity that works to reduce alcohol and drug-related harm at both individual and community levels. Established in 1965, Murray's Initiative adopts a long-term, trauma-informed and asset-based approach to changing the culture around substance use. Its services are built on a person-centred, harm-reduction model, supporting people whether their goal is to reduce consumption or achieve abstinence.

Murray's Initiative offers free, confidential counselling services for people concerned about their own or someone else's drinking. Murray's Initiative delivers a range of



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interventions including groupwork and employability support as well as a number of holistic and inclusive services, such as a women's service for survivors of gender-based violence, young person's peer education service, LGBTQ+ health and wellbeing support and tailored wellbeing programmes.

Murray's Initiative is also a recognised provider of professional development, offering a comprehensive training portfolio including education aimed at increasing awareness of alcohol use and promoting healthier lifestyles, COSCA Counselling Skills and a Diploma in Integrative Counselling and Psychotherapy.

Murray's Initiative deliver services over 6 days per week and throughout Glasgow, East Dunbartonshire and East Renfrewshire, helping people make meaningful, positive change in their lives.

The foundation of Murray's Initiative is our supportive and inclusive culture for all who engage and work with us.

About the Role:

The Client Services Administrator will be based within the Admin Team and will report to the Office Manager.

The post holder will provide comprehensive administrative support to ensure the smooth and efficient operation of the service. Key responsibilities will include being administrative point of contact for counselling placement students, processing and allocating referrals and maintaining accurate records.

The role will involve the use of a range of organisational systems and databases, including Views and DAISy, to record, update and retrieve information, support reporting requirements and ensure compliance with service procedures. The post holder will work closely with colleagues, visitors and external partners, providing a professional and responsive point of contact and helping to ensure a high-quality service is delivered.

This post requires a Level 1 Disclosure.

Key Responsibilities of the Client Services Administrator :



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- Monitor and manage Administration and Support inboxes, responding to enquiries and allocating referrals appropriately to support timely client/participant engagement
- Act as a administrative point of contact for onboarding and ongoing support for placement students and volunteer counsellors
- Maintain accurate records and data across organisational systems, including Access Database, Views and DAISy, ensuring information is up to date, compliant and supports reporting requirements
- Work collaboratively with the Counselling Practice Manager, Office Manager and Administration Team to support service delivery, continuous improvement and achievement of service outcomes
- Cover reception of the office, acting as a professional first point of contact for visitors, clients and partners face to face and on the phone, ensuring to take accurate messages
- Participate fully as a member of Murray's Initiative Team and contribute to its development
- Undertake any other duties reasonably required by the Office Manager

Qualifications and Experience:

- Good standard of education, including qualifications in Administration, Business Support, Customer Service or a related subject, would be beneficial, although equivalent relevant experience is equally valued
- Experience providing administrative support within a busy office, with the ability to manage competing priorities and maintain attention to detail
- Experience of managing emails, referrals, appointments, records or other administrative processes, demonstrating an organised and proactive approach to workload management
- Confidence using digital systems and databases to record, maintain and retrieve information, with experience of case management systems such as Views and DAISy or similar platforms being advantageous
- Experience communicating effectively with a range of individuals, including visitors, colleagues and external partners, providing a professional and customer-focused service
- Experience supporting services that work with vulnerable individuals would be welcomed, alongside an understanding of the importance of professional boundaries and safeguarding responsibilities



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Skills and Competencies:

- Strong organisational and time management skills, with the ability to manage multiple tasks, meet deadlines and adapt to changing priorities
- Excellent verbal and written communication skills, with the confidence to engage professionally and sensitively with a diverse range of people
- Demonstrable ability to work accurately and maintain high standards of record keeping, data management and correspondence while maintaining confidentiality and compliance with organisational procedures
- Strong digital literacy, including the use of Microsoft Office applications and the ability to learn and effectively use new systems and technologies
- Ability to work collaboratively as part of a team while also taking ownership of individual responsibilities and working independently when required
- A proactive and solution-focused approach, identifying issues, suggesting improvements and contributing positively to service delivery
- Strong interpersonal skills, demonstrating empathy and professionalism
- Commitment to equality, diversity and inclusion, treating all individuals with dignity, respect and fairness
- Ability to maintain confidentiality and handle sensitive information appropriately at all times

Why Join Us?

- Your work will contribute to make a real difference to people's lives.
- Competitive salary and benefits package:
 - Very generous annual leave entitlement: full-time employees start with an annual leave entitlement of 37 days (inclusive of 12 bank holidays) which increases with length of service.
 - Duvet days where employees may take time off at short notice.
 - Death in service policy.
 - Cycle to work scheme where employees can save money on a new bike and spread the cost.
 - And much more!



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- Opportunities for continuous learning and career development.
- A supportive and inclusive work environment where your contributions are valued.

Application Process:

Interested candidates are invited to apply by completing the online application form which can be found here:

<https://murrays.livevacancies.co.uk/#/job/details/64>

If you require our application form in another format, please contact HR@murrays.scot

The following is the timescale for the process:

Closing date for applications:	Friday 16 th October 2026 at 5pm
Shortlisting:	Tuesday 20 th October 2026
Date of interviews:	Tuesday 27 th and Wednesday 28 th October 2026
Start date:	ASAP

Equal Opportunity Employer:

Murray's Initiative is an Equal Opportunities Organisation. We are committed to treating all workers and job applicants fairly and equally, regardless of their sex, pregnancy and maternity, sexual orientation, religion or belief, marital / civil partnership status, age, race, disability or gender identity and expression or any other personal characteristic.

