

Administrator and Client Services Assistant, Neuropsychology Service

Location: Almost Exclusively Remote (from home)

Hours: 24–40 hours per week (approximately 3–5 days), depending on availability and service needs

Salary: £40,000–£50,000 per annum, pro rata (depending on experience)

Company: Psychologia Ltd

This role will suit you if you are highly organised, confident with people, and enjoy being at the centre of a professional service — supporting clinicians, coordinating systems, and ensuring clients receive an excellent experience from first contact onwards.

About the Role

Psychologia is a specialist neuropsychology service providing assessment, therapy, and rehabilitation for people with acquired brain injuries and neurological conditions. We are a small, highly skilled team of Clinical Psychologists and Neuropsychologists delivering high-quality, person-centred work across the South of England.

We are looking for a confident, highly organised Administrator and Client Services Assistant to play a central role in the smooth running of the service. You will be a key point of contact for clients and clinicians, trusted to manage referrals, systems, and communication with professionalism and initiative.

This is a responsible and trusted role within the company. It would suit someone who enjoys autonomy, takes pride in doing things well, and is comfortable working independently while being closely connected to a clinical team, with scope to take on increasing responsibility over time.

For the right person, this role could be worked across between three days per week and five days per week, with hours ranging approximately from 24 to 40 hours per week, depending on experience, availability, and service needs.

Key Responsibilities

Client and Referral Management

- Act as a first point of contact for client enquiries and referrals by phone and email
- Communicate confidently and professionally with clients, families, and referrers
- Manage referrals from initial enquiry through to booking and ongoing engagement with the service
- Handle sensitive information with discretion and professionalism

Bookings, Scheduling and Coordination

- Support clinicians with administrative aspects of scheduling where helpful or appropriate
- Liaise with clinicians regarding availability and logistical considerations
- Assist with coordination around assessments and appointments when needed
- Proactively identify and resolve administrative or logistical issues

Administration, Costings and Systems

- Prepare costings, estimates, invoices, and administrative documentation
- Maintain accurate records, spreadsheets, and internal systems
- Work closely with Directors and senior clinicians on financial and organisational tasks
- Ensure administrative processes are efficient, well-organised, and up to date

Team Support

- Provide reliable administrative support to clinicians
- Act as a professional and approachable link between clinicians and clients
- Contribute to the ongoing development and efficiency of service processes

The role is well-defined and manageable within the stated hours, with clear processes in place and support available as needed.

About You

- Exceptionally organised and proactive
- Confident, professional, and comfortable taking responsibility
- Very strong with people, including clients, families, and clinicians
- Experienced in administrative, coordination, or organisational roles
- Technically confident, with strong spreadsheet skills
- Able to manage multiple tasks and priorities calmly and effectively
- Mature and reliable in their approach

How to Apply

Please apply via email at enquiries@psychologia.co.uk and a brief covering statement outlining your relevant experience and interest in the role.