

Psychology Services Team Member

Temporary Position - 6 month contract | Pay: £23,500k pro rata | Location: Edinburgh

Job description and person specification

Location: Office based role, with no scope to work from home. Our office is located on Hill Street, Edinburgh City Centre.

Working pattern: Monday 09:00-17:30, Tuesday 09:00-17:30, Wednesday 09:00-13:00

About First Psychology

First Psychology is a leading independent provider of counselling, psychological therapies and wellbeing interventions in Scotland. We have expanded rapidly and now operate 12 centres throughout Scotland and the North of England, with an administrative base in Edinburgh and circa 130 practitioners in our various locations.

First Psychology provides services to self-referred clients including individual adults, couples, families and children. We also operate a commercially focused service providing therapy, rehabilitation training and consultancy to businesses, organisations and legal referrers. We are increasing our CPD and training outputs, developing partnerships with the third sector and expanding into new locations both within the UK and internationally.

Due to continued growth on our service, we now have a vacancy for a temporary member of our Psychology Services Team, to support Psychology Services Advisors during the busy winter period.

About the role

The Psychology Services team is the hub of our business and, as the first point of contact for our new clients, they play a vital role in ensuring that client service remains at the heart of all that we do.

In this role you will be undertaking a range of tasks assisting clients to find the right therapeutic practitioner and approach for them, to make and manage bookings, and to support to our organisation and our operation in a range of other ways including administration, business support and practice management. It is a demanding but rewarding client focused role, and you will play a key role within the team.

Duties

- Being a key point of contact for telephone, email, web-mail and webchat enquiries from clients.
- Advising and signposting clients to the appropriate therapeutic service and practitioner within our service.
- Using a customer focused approach to filter, assess and help with client queries and problems.
- Liaising with practitioners to develop effective responses to complex enquiries, including those linked to safeguarding.
- Liaising with external third parties such as solicitors, HR professionals, contractors and occupational therapists.



- Liaising with clients using our online instant web chat platform.
- Providing an empathic, patient, and judgement-free service to our clients at all times.
- Completing a variety of administrative tasks to support the delivery of the clinical service.
- Managing bookings, taking credit/debit card payments, updating spreadsheets and maintaining databases.
- Assisting with the administration of training events, and undertaking other 'externally-focused' activities in support of the organisation

Skills required

- This role is ideally suited to an individual who has a background in mental health or a degree in Psychology. They may be currently training to become a therapist or have a background in healthcare.
- They will pride themselves in their ability to provide excellent service to their clients and understand the importance of empathy and confidentiality.
- They will have exceptional interpersonal, communication and rapport building skills, with the ability to offer a sensitive yet effective service to our clients and colleagues.
- The ability to work on your own initiative and make autonomous decisions consistent with organisational practice.
- An ability to multi-task in a fast paced environment where priorities can change in line with service demands.
- Strong problem solving skills with a high attention for detail as well as the ability to think through challenging situations and find solutions where necessary.
- Personal integrity and the ability to be a mature and responsible presence in our organisation.
- A prior background in office administration is required, ideally with experience of working in a premium, client-focused organisation.

Qualifications required

Ideal candidates will hold a degree level qualification or have the ability to demonstrate experience working in a client-focused role.

Apply

If you have the passion to succeed and want to be part of our exciting future please send an up-to-date CV and covering letter indicating your reasons for applying for this position and identifying the key skills and attributes that you will bring to this post to hello@firstpsychology.co.uk

CLOSING DATE FOR APPLICATIONS – Wednesday 10 September 2025.
Interviews will be held on Thursday 18 and Friday 19 September 2025.

