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| Job Title: | Administrator & Receptionist |
| Reporting to: | Advice Service Manager |
| Hours: | 22.5 to 37.5 per week |
| Salary: | £25,307 to £27,477 per annum (pro-rata for part-time personnel) depending on experience |
| Pension: | 5% employer contribution |
| Location: | Somerset – allocated main office location (Taunton, Bridgwater or Yeovil) with occasional home working |
| The Role: | <p>To provide administrative support to our advice staff and be the welcoming face for clients and visitors to our community access point(s).</p> <p>You will be a highly motivated team player with excellent interpersonal and organisational skills. You will have the ability to understand written and oral information of some complexity; have good numeracy skills and have effective oral and written communication skills.</p> <p>You will be digitally confident and able to update computerised records accurately and have proven skills at working in a busy environment.</p> <p>You will be passionate about giving a warm and inclusive welcome. You will need to demonstrate that you can engage skilfully with clients who may be vulnerable or distressed.</p> |

Role Responsibilities

1. Our values

- Work within the ethos and values of Citizens Advice Somerset
- Develop positive, trusting and professional relationships with clients, colleagues, partners and external agencies
- Always demonstrate a commitment to the aims, principles and policies of the Citizens Advice Service and our Equity, Diversity and Inclusion policies
- Provide peer support and guidance to other less experienced staff and volunteers.

2. Administration

- Monitor the advice inbox and process incoming requests.
- Issue food parcel vouchers following Supervisor authorisation.
- Monitor stationery and office resources, reporting replenishment needs as appropriate.
- Processing post out e.g. weighing, stamping and posting.

- Completing admin needed by team members requested via the case management system.
- Copying and other administrative tasks to support the advice/wider team.
- Maintain our client factsheets and similar printed resources.
- Progressing client case tasks and updating the case management system, including closing cases as appropriate.

3. Reception

- Welcome clients and visitors to the office in a friendly, open and non-judgemental way.
- Provide initial information and support as appropriate e.g. taking messages.
- Updating case records on the case management system ensuring accuracy.
- Support the advice delivery by monitoring interview rooms and the length of appointments.

4. Quality

- Ensure all administrative elements are completed with accuracy and in line with our quality standards.
- Ensure GDPR best practice and our policies are followed always.

5. Personal and professional development

- Complete an induction and training programme to obtain the skills required for the role.
- Commit to regular training updates to maintain and develop your knowledge and skills in accordance with the Citizens Advice standards of practice.
- Undertake relevant training within guidelines issued by national Citizens Advice.

6. Other duties

- Abide by health and safety guidelines and share responsibility for your own safety and that of colleagues
- Ensure the highest standard of consideration and respect to all stakeholders of the Citizens Advice Service, including clients, volunteers, colleagues and funders.
- Carry out any other tasks and support Citizens Advice work as necessary.

Please note that this job description does not constitute a 'term and condition of employment'. It is provided only as a guide to assist an individual in the performance of the job and is not intended to be an inflexible list of tasks.

Person specification

| About you | | Essential / Desirable |
|-----------|--|--|
| 1. | Confident working effectively in a busy organisational environment, working to tight deadlines with high levels of accuracy and attention to detail. | Essential Application and interview |
| 2. | Experienced and competent use of IT systems, cloud-based software and other office applications – including Word and Excel. | Essential Application and interview |
| 3. | Substantial administration experience including record keeping (client information etc.) resource management and data processing activities. | Essential Application |
| 4. | Demonstrable evidence of excellent administrative skills, working efficiently and following processes/guidance to the letter. | Essential Application and interview |
| 5. | High standards of numeracy and literacy. | Essential Application |
| 6. | Excellent interpersonal, communication and customer service skills. A clear and confident communicator able to support our clients in a respectful and sensitive manner. | Essential Application and interview |
| 7. | Ability to work effectively as part of a team and to use your initiative to prioritise work whilst also supporting colleagues with their workload. | Essential Application and interview |
| 8. | An awareness of confidentiality and data security, with the ability to uphold policies and working practices to the highest professional standards. | Essential Application and interview |
| 9. | A commitment to completing training at pace and keeping abreast of developments that are relevant to the role | Essential Application |
| 10. | An understanding of, and commitment to, the aims, principles and policies of the Citizens Advice service and the positive value of equity, diversity and inclusion | Essential Application |
| 11. | Recent experience delivering administration and/or reception duties in an advice setting | Desirable |
| 12. | Confident user of client management system(s) | Desirable |