



Job Title	Administrator (CRF)
Reporting to	Crisis Payment Co-ordinator
Hours	30 to 37.5
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 a mix of home working
The Role	<p>You will be an integral member of our Crisis & Resilience Fund team. Your role will be to receive, process and administer Crisis Payment applications from households across Somerset.</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>Your duties will be carried out in accordance with our policies, the Citizens Advice membership standards and the requirements of the Crisis and Resilience Fund scheme.</p>

Role Responsibilities

1. Our values

- Work within the ethos and values of Citizens Advice Somerset
- 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.
- Ensure the highest standard of consideration and respect to all stakeholders of the Citizens Advice Service, including clients, volunteers, colleagues and funders.

2. Administration

- To represent the team in a professional, person-centred manner, receiving telephone enquiries, emails and webforms from clients
- To check applications and evidence submissions and where these are incomplete to contact clients by phone or by email to request necessary data
- To enter clients' details into the Citizens Advice client management system and other data records as required with very high attention to detail and accuracy

- To assist with processing applications, setting up payments and to carry out tasks assigned, including:
 - Communications with applicants (emails and phone)
 - Maintaining database records, key dates diaries and other reminder systems
 - Uploading documents to client records
 - Organising the documentation necessary to make awards (vouchers or bank transfer payments)
 - Checking information and ensuring that records are accurate.
- To accept and complete allocated tasks.
- To complete delegated client closure actions and evaluations.
- Identify where CRF applicants need wraparound resilience support and refer into relevant CRF alliance partners.

3. Personal and professional development

- Complete an induction and training programme to obtain the skills required for the role.
- Participate fully in your training and on-going development and ensure that key dates for completing your training tasks are met.
- Undertake relevant training within guidelines issued by national Citizens Advice.

4. Other duties

- To attend and participate in team and other meetings.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
- Liaise with other agencies as appropriate.
- Carry out any other tasks to ensure the effective delivery and development of the Citizens Advice Somerset service.

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		Selection matrix
1.	An awareness of confidentiality and data security and the ability to uphold our policies and working practices to the highest professional standards	Essential Application form and Interview
2.	Excellent interpersonal, IT, communication and customer service skills. A clear and confident communicator able to support our clients in a respectful and sensitive manner.	Essential Application form and Interview
3.	Confident about working effectively in a busy organisational environment and of working to tight deadlines with very high levels of accuracy and attention to detail	Essential Application form and Interview

4.	High standards of numeracy, literacy and IT capability with excellent administrative skills (to follow processes and policy guidance accurately), work efficiently and follow processes and policy guidance to the letter	Essential Application form and Interview
5.	Ability to work effectively as part of a team and to use your initiative to prioritise your work, meet deadlines and ensure clients' needs are met whilst also supporting colleagues with their workload	Essential Application form and Interview
6.	Ability to use IT systems very competently (considerable experience of using cloud-based software and other office applications and a very competent user of IT systems – including Word and Excel).	Essential Application form and Interview
7.	A commitment to completing training at pace and keeping abreast of developments that are relevant to the role	Essential Application form
8.	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 form and interview
9.	Experience of administration including record keeping (client information etc.) statistical logs and other data processing activities	Desirable Application form and Interview