

# Administrative Officer

## Job pack

Thank you for your interest in working at Citizens Advice 1066. In this job pack you will find information about:

- Citizens Advice 1066
- The National Citizens Advice service
- The role profile and person specification
- Application guidance notes



### Need more information?

If you have further questions about the role, you can call 01424 721420 or contact us at [recruitment@citizensadvice1066.co.uk](mailto:recruitment@citizensadvice1066.co.uk).



### To apply

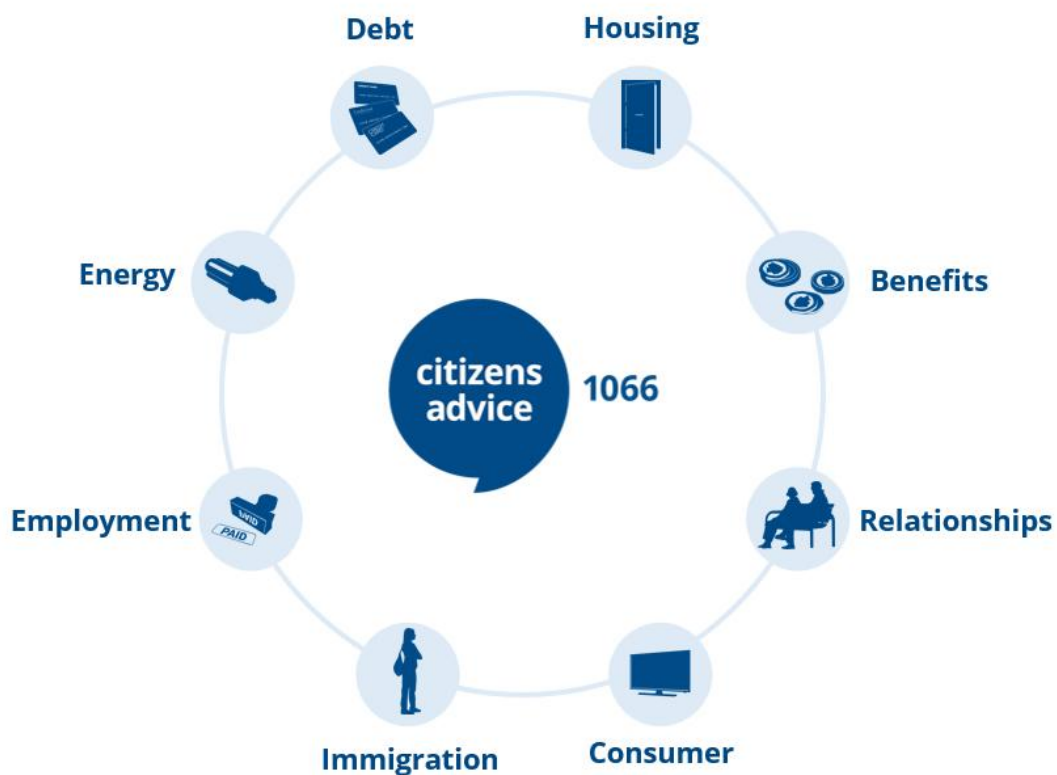
Please complete the application form **in full** and return to [recruitment@citizensadvice1066.co.uk](mailto:recruitment@citizensadvice1066.co.uk)

**Please note that we do not accept CVs.**

# Citizens Advice 1066

As a member of the Citizens Advice service, Citizens Advice 1066 provides free, confidential, independent and impartial advice and information to everyone on their rights and responsibilities. We value diversity, promote equality and challenge discrimination.

We are committed to putting equality and equity at the heart of everything that we do, with the overarching aim of being the go-to charity for anyone in our area in need of help, to find a way forward. This means we look at improving access, treating people with empathy and promoting an inclusive working environment for all of our colleagues.



## Our values

We're inventive – We're not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren't working.

We're generous – We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

We're responsible – We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.

# Three things you should know about us

## We're local and we're national

Citizens Advice 1066 has offices in Hastings and Bexhill, delivers outreach sessions for clients across Rother District, and gives energy advice across East Sussex, in partnership with other local Citizens Advice. The Citizens Advice service is made up of Citizens Advice – the national charity – and a network of over 250 local Citizens Advice members across England and Wales.

## We're here for everyone

Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

## We're listened to – and we make a difference

Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

# How Citizens Advice works

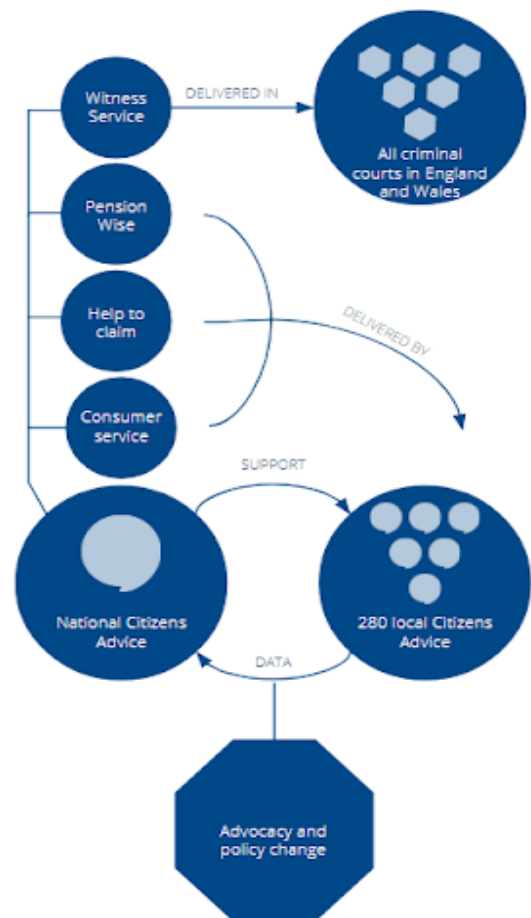
**The Citizens Advice network** delivers services from:

- Over 600 local Citizens Advice outlets
- Over 1,800 community centres, GPs' surgeries and prisons

They do this with:

- 7,700 local staff
- Over 21,300 trained volunteers

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30-minute drive of where they live.



# The Role

|                              |  |
|------------------------------|--|
| <b>Job title</b>             | Administrative Officer   |
| <b>Role responsibilities</b> | To provide administrative support and maintain effective and efficient systems for client appointments, paperwork, and monitoring.   |
| <b>Reporting to</b>          | Chief Officer, Operations Manager and Project Manager  |
| <b>Salary</b>                | £24,102.84 full-time   |
| <b>Contract</b>              | Permanent. Full-time 37 hours per week (part-time hours may be considered)   |
| <b>Annual Leave</b>          | 23 days per year (pro rata for part-time hours), rising to 24 days after 3 years' service, and 25 days after 4 years' service. Time Off In Lieu (TOIL) for additional hours worked to be taken as time off, with line manager agreement. |
| <b>Work base</b>             | Office working between St Leonards and Bexhill offices   |

CA1066 is a leading provider of advice and information, supporting thousands of clients every year. We are a busy, client focused and dynamic service with a track record of delivering high quality advice. Our services are delivered 9am – 5pm – successful applicants will be expected to actively contribute to smooth running of the service between these times.

Successful applicants will work as part of an established but growing team, providing the admin support essential for the provision of reliable and effective advice services, across all advice channels and access points.

Key elements:

- Deliver all aspects of admin functions to support the delivery of high quality advice services to our clients across Hastings, Rother and East Sussex.
- Be the frontline of a friendly and supportive service to our clients, visitors and other stakeholders

To be successful in this role you will be able to work with a high level of accuracy and attention to detail, exhibit excellent listening skills and to present and conduct yourself in a professional and courteous manner with all clients seeking support.

You will liaise with local partners and stakeholders across East Sussex, including internal colleagues within CA1066. You will have a robust understanding of the importance of security and data protection to ensure all data is protected in line with GDPR legislation. You will have a good standard of numeracy and literacy, and be proficient in the use of computer software with a working knowledge of Microsoft Office 365, Teams and SharePoint. You will have an open and friendly demeanour and be able to work as part of a diverse team.

*At CA1066, we value diversity, promote equality and challenge discrimination. We encourage and welcome applications from people of all backgrounds. We particularly welcome applications from disabled people, people with physical or mental health conditions, LGBT+ and non-binary people, and people from racial minority communities.*

# Role profile

| Main Responsibilities                            | Key Tasks   | % of time |
|--|---|-----------|
| <b>Process and Maintain Data and Information</b> | <ul style="list-style-type: none"> <li>• Collate information relating to clients from multiple IT systems, emails, telephone calls and manual records.</li> <li>• Accurately record client information in CA1066 IT systems, and ensure client records are kept up to date at all times.</li> <li>• Assist advisers and managers in accessing and processing client information as needed.</li> <li>• Produce statistical reports from CA1066 IT systems as needed.</li> </ul>  | 40%       |
| <b>Administrative Support</b>                    | <ul style="list-style-type: none"> <li>• Welcome clients and visitors as they arrive at the office reception and answer phone lines.</li> <li>• Deliver an efficient and effective general administrative service to CA1066 Advice teams, including general office administration procedures such as mail, filing, photocopying, scanning, diary management, etc.</li> <li>• Support clients to access the service via all available channels, including several phone lines, email addresses, web forms, in-person at reception and drop-ins, and via social media.</li> <li>• Provide administrative support to the senior management team, including setting up meetings and events, typing reports and letters, distributing papers, assisting in procurement and dealing with contractors.</li> <li>• Process client referrals and the client journey through the different CA1066 advice services, updating records, contacting clients and liaising with advisers, supervisors and contractors as needed.</li> <li>• Assist with procurement and management of CA1066 buildings, including liaising with contractors.</li> </ul> | 50%       |
| <b>Other responsibilities</b>                    | <ul style="list-style-type: none"> <li>• To abide by health and safety guidelines and share responsibility for own safety and that of colleagues.</li> <li>• To carry out any other relevant administrative and support duties required to ensure the smooth running of the administrative service.</li> <li>• Promote the aims, principles, policies, interests, and well-being of the organisation and protect its integrity and reputation.</li> <li>• To attend home visits when required</li> </ul>  | 10%       |

# Person Specification

1. Extensive experience of administration
2. Understanding of data protection requirements and regulations
3. Knowledge and experience of using software and systems to provide effective support in the delivery of services. Microsoft Word, Excel, Teams and SharePoint are of particular importance.
4. Knowledge and experience of using electronic and manual data systems
5. Experience of working in a team-based, customer service-focused setting
6. Organised, flexible and able to work under pressure
7. Demonstrable knowledge and understanding of the needs of people from diverse social/cultural and racial backgrounds and with a wide range of abilities.
8. Good interpersonal skills, including the ability to relate and work with a variety of different people.
9. Numerate and literate to the level required by the tasks.
10. Committed to continuing professional development.
11. UK driving license essential, and access to a vehicle preferred.

## Key competencies



Meeting customers' needs



Planning and organising



Working well together



Understanding the business and its environment

## A competent person demonstrates they:

- Make a positive contribution to team objectives
- Achieve agreed standards and objectives
- Demonstrate understanding of responsibilities of role
- Know who to ask for and how to access information
- Manage own workload effectively
- Demonstrate ability to use IT systems to produce accurate and timely documents

## Guidance Notes for Applicants

Our recruitment process is competency-based. The purpose is to assess how closely your skills and experience, including voluntary and wider life experience, relate directly to the skill areas set out in the Admin Officer person specification. The person specification is included in the job description. For each bullet point we are looking for evidence that you meet it through experience or that it would be a logical next step on what you have achieved previously. The best applications will give examples of what you have done rather than respond on an abstract or theoretical basis. The key competencies list shows the broad areas which apply to this role. There is no need to write examples against the points in this list. We will use your responses to the person specification to inform our assessment against the competencies.