

Administrative Assistant

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.



To apply

Please complete the application form **in full** and return to 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 and supports people across East Sussex through local outreach services, as well as specialist energy, immigration, and debt 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

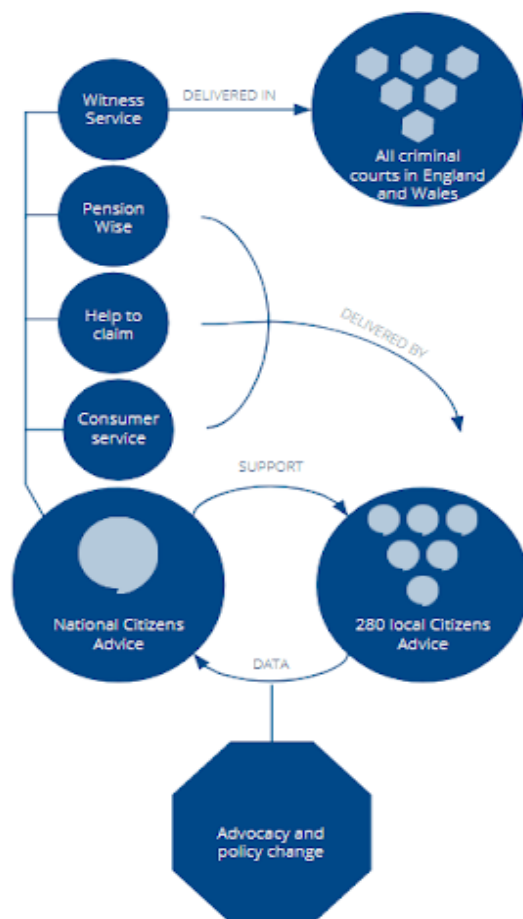
The Citizens Advice network delivers services from:

- 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 and our team

The role you're applying for is: **Administrative Assistant**

The role will report to our Operations Manager or Project Managers.

You can find out more about us via:

- The [Citizens Advice 1066](#) website
- The [national Citizens Advice](#) website and the Citizens Advice [Campaigning site](#).

The application process

1. Download the application pack (this document) and application form from the Citizens Advice 1066 website
2. Complete the application form **in full**, and submit it by email to recruitment@citizensadvice1066.co.uk in time for the closing date.
3. We will invite applicants who meet the required standard for an in-person interview at our office in St Leonards.
4. Applicants will be notified of the outcome of their application.

The Role

Job title	Administrative Assistant
Role responsibilities	To provide administrative support and maintain effective and efficient systems for client appointments, paperwork, and monitoring.
Reporting to	Operations Manager or Project Managers
Salary	£24,874.13 Full-time
Contract	Permanent.
Annual Leave	Full-time employees working 37 hours or more per week get 31 days of paid holiday, inclusive of the 8 bank holidays. This increases to 32 days after 3 years of continuous service, and caps at 33 days after 4 years. Pro-rata if part-time.
Work base	Office working between St Leonards and Bexhill offices

Job Description

Administrative Support and Customer Service

- Process referrals, enquiries and service requests.
- Respond to telephone, email and online enquiries in a professional and courteous manner.
- Welcome clients, visitors and partner organisations and provide a positive first point of contact for the organisation.
- Support clients to access Citizens Advice 1066 services through a range of communication channels.
- Assist with appointment administration, correspondence and routine customer communications.
- Support managers and colleagues with general administrative tasks, meetings and events.
- Support the smooth operation of services through efficient administrative processes.

Information and Records Management

- Maintain accurate records using Casebook, Microsoft 365 and other organisational systems.
- Input, update and retrieve information accurately and promptly.
- Maintain electronic and manual filing systems.
- Support the preparation of reports, statistics and monitoring information.
- Ensure information is handled in accordance with data protection, confidentiality and information governance requirements.

Service Support

- Provide administrative support to Citizens Advice 1066 services and projects as required.
- Assist with the processing and administration of client referrals and appointments.
- Support the administration of advice, energy, money advice and other service activities.
- Assist with meetings, events and training activities.
- Support colleagues across service areas during periods of high demand or staff absence.
- Contribute to maintaining effective office systems and procedures.

Organisational Contribution

- Participate in training, supervision and development activities.
- Work collaboratively with colleagues across the organisation.
- Support organisational learning and continuous improvement.
- Promote the aims, principles and values of Citizens Advice 1066.
- Undertake any other duties commensurate with the responsibilities of the role.

Person Specification

Essential

1. Experience of providing administrative or customer service support.
2. Good organisational skills and attention to detail.
3. Ability to work accurately and manage competing priorities.
4. Good written and verbal communication skills.
5. Ability to use Microsoft 365 and other IT systems effectively.
6. Ability to work as part of a team.
7. Understanding of confidentiality and data protection requirements.

Desirable

8. Experience within an advice, public sector or voluntary sector organisation.
9. Experience of database or case management systems.
10. Experience of handling sensitive or confidential information.
11. Experience of supporting monitoring, reporting or project administration.
12. Experience of dealing with members of the public across a range of communication channels.

Key Competencies (Citizens Advice 1066 Framework)

- Meeting Customers' Needs
- Planning and Organising
- Working Well Together
- Communicating and Influencing
- Managing Information and Quality
- Understanding the Business and its Environment

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 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.

Starting your career, returning to work or looking for a fresh start?

At Citizens Advice 1066, we believe that ability and potential can be found in many different places. We welcome applications from people starting their careers, returning to work after a break, changing direction, or re-entering employment after a period of unemployment.

We know that valuable skills can be gained through education, volunteering, caring responsibilities, community activities and life experience, as well as through paid employment. We are looking for people who share our values, want to make a difference and are willing to learn.

We provide training, supervision, mentoring and opportunities for development, and several of our colleagues have joined us through entry-level roles, volunteering or after significant time away from work before progressing within the organisation.

If you do not meet every desirable criterion in the person specification, but believe you have the skills, values and potential to succeed, we would still encourage you to apply. We are committed to creating an inclusive workplace where people from all backgrounds can thrive and contribute to the communities we serve.

What we give our staff

We value the people who work here - and we show that in what we offer. As well as things like annual leave and our workplace pension, working at Citizens Advice means getting access to many benefits.

- A 37 hour (full time) working week, with a Time Off In Lieu (TOIL) system
- Full-time employees working 37 hours per week or more are entitled to 31 days' paid annual leave (including the eight statutory holidays). Increasing to 32 days after 3 years of continuous employment and capped at 33 days after 4 years. Employees contracted to work less than full-time hours will have a holiday entitlement which is calculated pro rata according to their contracted number of hours per week, as compared to a full-time employee.
- 3% employer contribution pension scheme
- Access to a mental health and wellbeing service that offers anonymous, confidential support 24 hours a day, 365 days a year
- Central locations in Bexhill and St Leonards, with good access to public transport.
- Opportunities to engage in both personal and professional development

Equality and diversity at Citizens

Advice

We are fully committed to stand up and speak up for those who face inequality and disadvantage. We want this to be reflected in the diversity of the people who work for us.

To help us achieve this, we aim to make our recruitment process as fair as it can be. We also offer support to disabled candidates to make sure no one loses out on a role because of their condition.

We judge the application, not the person. The selection panel won't see your personal details. This makes sure each person's response is judged on its merits and not on their background.

Additional information

Please see the [CA1066 website](#) for information on the following:

- Disability
- Entitlement to work in the UK
- Diversity monitoring
- GDPR: How we will use your information
- References
- Criminal Convictions/DBS

We wish you every success in your application, and thank you for taking the time to consider joining us.