

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

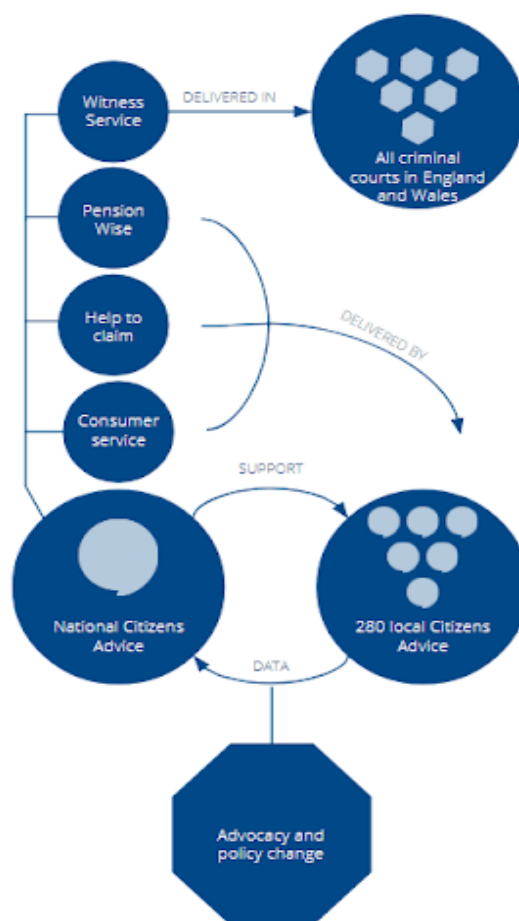
The Citizens Advice network delivers services from:

- 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

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 and Project Managers
Salary	£24,874.13 Full-time, Pro-rata if part-time
Contract	Permanent. Full-time 37 hours per week (part-time hours may be considered)
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

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
Process and Maintain Data and Information	• Collate information relating to clients from multiple IT systems, emails, telephone calls and manual records. • Accurately record client information in CA1066 IT systems, and ensure client records are kept up to date at all times. • Assist advisers and managers in accessing and processing client information as needed. • Produce statistical reports from CA1066 IT systems as needed.	40%
Administrative Support	• Welcome clients and visitors as they arrive at the office reception and answer phone lines. • 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. • 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. • 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. • 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. • Assist with procurement and management of CA1066 buildings, including liaising with contractors.	50%
Other responsibilities	• To abide by health and safety guidelines and share responsibility for own safety and that of colleagues. • To carry out any other relevant administrative and support duties required to ensure the smooth running of the administrative service. • Promote the aims, principles, policies, interests, and well-being of the organisation and protect its integrity and reputation. • To attend home visits when required	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

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.