

# 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) by **12 noon, 10<sup>th</sup> August 2023**.

**Interviews will be held on 15<sup>th</sup> August 2023**

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

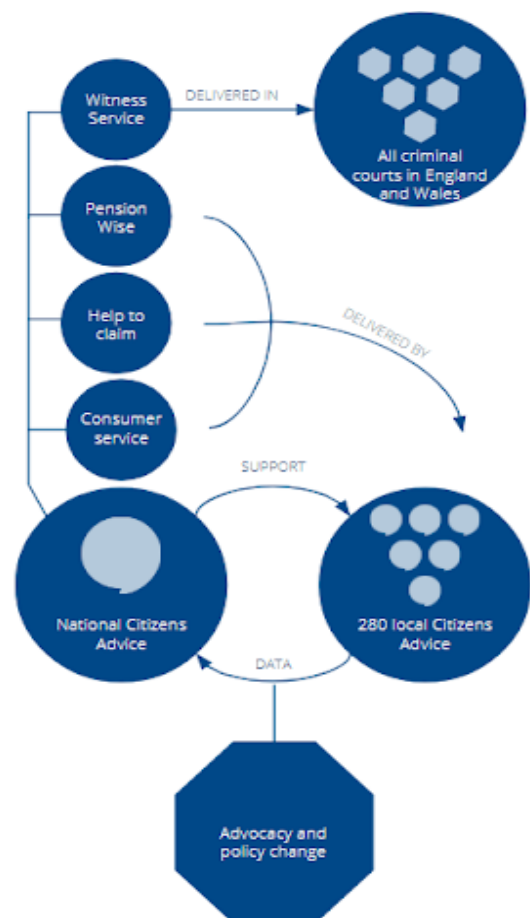
The Citizens Advice network delivers services from:

- 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 Purpose</b>	To provide administrative support across the service
<b>Role responsibilities</b>	To provide administrative support and maintain effective and efficient systems for client appointments, paperwork, and monitoring.
<b>Reporting to</b>	Head of Administration and Operations Manager
<b>Responsible for</b>	No line management responsibility
<b>Salary</b>	£20,150 (for full-time)
<b>Contract</b>	Permanent. Full-time 37 hours per week or flexible and part-time hours
<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>Maintain Data and Information</b>	<ul style="list-style-type: none"> <li>• Use the CA1066 IT systems to keep documentation for Clients up to date and available to send out in relation to Client appointments.</li> <li>• Accurately input computerised and manual records and keep them up to date at all times.</li> <li>• Collate information and maintain computerised and manual systems for recording, storing, and retrieving information.</li> <li>• Produce statistical reports from Citizens Advice Casebook software or bespoke spreadsheets as needed.</li> </ul>	40%
<b>Administrative Support</b>	<ul style="list-style-type: none"> <li>• Greet and welcome clients and visitors as they arrive at the office reception and manning phonelines.</li> <li>• To deliver an efficient and effective general administrative service to CA1066 Advice teams, including general office administration procedures such as mail, filing, photocopying, diary management, etc.</li> <li>• Supporting clients to access the service for all incoming channels, for example, the money advice and financial capability telephones, reception duties, emails, and social media.</li> <li>• Provide admin support to the senior management team through setting up meetings and events, typing reports and letters, distributing papers.</li> <li>• Process client referrals for the Money Advice, Financial Capability and Energy Advice teams, including updating of client data onto Money Advice and Energy Advice referral systems.</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> </ul>	10%

# Person Specification

1. Understanding of data protection requirements
2. Knowledge and experience of using IT systems and packages to provide effective support in the delivery of services. Microsoft Office 365, Teams and SharePoint experience is of particular use, but training can be provided if necessary.
3. Knowledge and experience of using electronic and manual data systems
4. Experience of working in a team team-based, customer service-focused setting
5. Organised, flexible and able to work under pressure
6. Demonstrable knowledge and understanding of the needs of people from diverse social/cultural and racial backgrounds and with a wide range of abilities.
7. Good interpersonal skills, including the ability to relate and work with a large variety of different people.
8. Numerate and literate to the level required by the tasks.
9. Be committed to continuing professional development.

## 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.