



Reception and administration officer – Job Description and Person Specification

Hours: 18.5 per week but some flexibility is possible

Fixed term appointment to 31 July 2019

Salary: C £16,000 per annum, depending on experience

Context of role

Provision of a reception, administration and support service to ensure the smooth running of our day to day service

Role purpose

To:

- Act as the first point of contact into Citizens Advice North Warwickshire.
- Undertake an initial enquiry check for clients accessing the service.
- Provide a forms completion service for clients.
- Answer all calls to our general telephone number, dealing with general enquiries where appropriate and taking/forwarding messages to appropriate members of staff.
- Provide administrative support to the Bureau Manager, including Board reports and minutes.

Correspondence, reports and other documents

- Word process letters, documents and reports as required
- Maintain statistics and collate and produce to a prescribed format
- Produce information from spreadsheets and databases

Reception

- Receive clients and other visitors
- Undertake an initial enquiry check for clients accessing the service
- Provide information to clients on the service

Administration

- Use photocopier, fax and other office machines as appropriate
- Create and maintain filing systems in accordance with the bureau's systems and procedures
- Open, record and distribute incoming post, and prepare outgoing mail for despatch
- Maintain stocks of leaflets and posters, and order from suppliers
- Display leaflets and posters in the general office, waiting room and interview rooms
- Maintain the local information system
- Maintain diaries and work records
- Maintain and order stationery supplies
- Answer the telephone and refer calls or take messages.
- Send and respond to email
- Organise and maintain chief officer's diary and work records

Forms completion

Provide a forms completion service for clients

Trustee board and other meetings

- Arrange meetings, including management team meetings, staff meetings and meetings of the bureau trustee board
- Circulate papers, agendas, minutes
- Attend appropriate internal and external meetings as agreed with the line manager or supervisor

Other duties and responsibilities

- Help to arrange events
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues
- Any other relevant administrative and support duties required to ensure the smooth running of the bureau
- Ensure that work undertaken reflects and supports the Citizens Advice service's equality and diversity strategy

Some travel necessary.

Person specification

1. Ability to provide administrative support and to maintain office systems
2. Ability to commit to and work within the aims, principles and policies of the Citizens Advice service
3. A good, up to date understanding of equality and diversity and its application to the provision of advice
4. Ability to monitor and maintain own standards
5. Ability to plan and organise own work to meet deadlines under pressure
6. Ability to work on own initiative and as part of a team
7. Good verbal communication skills, including the ability to deal appropriately with a range of people both face-to-face and by telephone
8. Ability to write clearly and accurately, including drafting routine correspondence, and taking notes of meetings
9. Ability to use IT packages, including word processing / spreadsheet / database packages, and the ability to use email and to maintain an electronic diary
10. Ability to research, analyse and interpret information
11. Numeracy skills and the ability to work within established financial systems
12. Full driving licence and use of a car