

Administrator

Job Description and Person Specification

- Context of role:** Responsible to the Area Co-ordinator
Citizens Advice Cornwall
- Role purpose:** To provide administrative, clerical and secretarial support
- Hours:** 37 hours per week
- Location:** Based at St Austell but will be expected to travel to other offices

Key work areas and tasks:

Reception

- Receive clients and other visitors.
- Provide information to clients on the service.
- Assess clients' eligibility for different projects and sign post as necessary.

Correspondence, reports and other documents

- Word process letters, documents and reports as required.
- Maintain and collate statistics, and produce to a prescribed format.
- Produce information from reports and databases to assist with effective case-management.

Administration

- Use photocopier, scanner, fax and other office machines as appropriate.
- Prepare client files for use by advisers/caseworkers.
- Create and maintain a structured filing system for storage and retrieval of documents, IT-based and hard-copy as required, in accordance with the bureau's systems and procedures.
- Support advisers and administration assistants with accurate entry of information on PETRA.(case management system)

- Open, record and distribute incoming post, and prepare outgoing mail for dispatch.
- Maintain leaflets, posters and forms, on-line and hard-copy.
- Maintain and order stationery supplies.
- Liaise with Line Manager to ensure supply and maintenance of required reference material.
- Organise and maintain caseworkers' diaries and work records.
- Answer the telephone and refer calls or take messages. Send and respond to email.

Finance

- Make payments from petty cash within pre-determined limits.
- Maintain and reconcile petty cash record, and prepare statements.
- Responsible for processing all disbursements, to a prescribed format.

Meetings

- Assist Line Manager in arranging team meetings
- Attend meetings and take notes for minutes

Other duties and responsibilities

- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
- Carry out any other tasks which may be within the scope of the post to ensure effective provision, delivery and development of the service.
- Any other relevant administrative and support duties.
- Uphold the aims and principles of the CAB service and its equal opportunities policies

Person specification

- 1 Previous administrative experience
- 2 Ability to monitor and maintain own standards.
- 3 Ability to work on own initiative, prioritise own work, meet deadlines.
- 4 Good interpersonal skills.
- 5 Written communication skills to level required for drafting correspondence, transcribing minutes
- 6 Skills in accurate word processing with a typing speed of 40 wpm
- 7 Skills in using Microsoft Word and Excel
- 8 Skills in using case management system (Data Base)
- 9 Flexible approach and willingness to work as part of a team.
- 10 Ability to research, analyze, interpret and check information.
- 11 Numeracy to the level required to carry out the tasks.
- 12 Understanding of and commitment to the aims and principles of the CAB service and its equal opportunities policies.