

Ipswich and District Citizens Advice Bureau Job Description and Person Specification

Job Title: Administrative Support Assistant
Salary Scale: SCP 11 - 16
Hours: 8 hours per week
Responsible to: Assistant Manager

Key Work Area: To deliver an effective administrative support service to the bureau
To work within the aims, policies and principles of the CAB service.

Key Responsibilities

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

Administration

- Use photocopier, fax and other office machines as appropriate.
- Create and maintain filing systems in accordance with the bureau's systems and procedures.
- Check Citizens Advice monthly updates for completeness.
- Update the hard copy information system and other reference material.
- Update the Electronic Information System.
- Maintain the local information system.
- Maintain diaries and work records.
- Answer the telephone and refer calls or take messages.
- Send and respond to email.
- Organise and maintain diary and work records.
- Ensure that all work conforms to the bureau's systems and procedures.

Social policy

- Provide statistical information on the number of clients and nature of cases

Professional development

- Keep up to date with administration requirements and undertake appropriate training.
- Attend relevant internal and external meetings as agreed with the line manager.
- Prepare for and attend supervision sessions/team meetings as appropriate.
- Assist with Service initiatives for the improvement of services.

Meetings

- Attend appropriate internal and external meetings as agreed with the line manager or supervisor.

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 that may be within the scope of the post to ensure the effective delivery and development of the service.
- Demonstrate commitment to the aims and policies of the CAB service.

Person specification

Essential

- Previous administrative experience.
- Understanding of and commitment to the aims and principles of the CAB service and its equal opportunities policies.
- Ability to monitor and maintain own standards.
- Ability to work on own initiative, prioritise own work, meet deadlines.
- Good interpersonal skills.
- Written communication skills to level required for drafting correspondence, transcribing minutes.
- Skills in word processing, excel and use of databases
- Flexible approach and willingness to work as part of a team.
- Numeracy to the level required to carry out the tasks.

Desirable

- Experience of working with volunteers