

# Administration Officer

## Role purpose

To provide administrative support to the Advice Service Manager (and occasionally the CEO)

## Administration

- Use photocopier, fax and other office machines as appropriate
- Create and maintain filing systems in accordance with the organisation'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
- Update the Electronic Case Management 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

## Reception (cover when volunteers not available)

- Receive clients and other visitors
- Keep clients informed of approximate waiting times
- Provide information to clients on the service
- Maintain a record of the use made of each interview room
- Inform advisers of the order of clients and allocate interview rooms as appropriate
- Record arrival times and time spent with advisers

## 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 office
- Ensure that work undertaken reflects and supports the Citizens Advice service's equality and diversity strategy

## Person specification

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