



LeicesterShire

City Branch Administrator Job Description and Person Specification

Grade/Salary:	£22,737 pro rata
Benefits:	Click here to see the range of benefits we offer
Hours:	18.5 hours per week over 5 days: 9am - 1pm Monday, Wednesday, Friday; 2pm - 5pm Tuesday and 1.30 pm - 5pm Thursday (possibility of negotiation)
Location:	Leicester City Branch (hybrid)
Contract:	Temporary (maternity cover) up to 12 months
Line Manager:	City Service Manager

Role purpose

- To provide practical administrative, clerical and secretarial support to staff and volunteers at the Leicester branch as directed, within the aims, policies and principles of the Citizens Advice service.
- To provide cover to welcome clients, provide information and ensure they are dealt with appropriately
- There will be a requirement for flexibility to cover this role
- Sending over encrypted referrals to partner agencies

Key work areas and tasks

General administration:

- Answer the telephone and refer calls or take messages

- To coordinate and Maintain electronic appointment diaries, records and appointment reminder systems
- Be responsible for actioning voicemails left on our administration line, sending appointment confirmations by text message using an online system, uploading appointments on Qmatics, (Council booking system for face to face appointments for those attending York House)

Be responsible for:

- Manage the client management system task lists including client call backs, booking appointments ensuring that priority clients are dealt with appropriately
- Take effective and accurate minutes of staff and volunteer team meetings
- Maintain statistics and collate and produce reports to a prescribed format
- Work collaboratively with other colleagues involved in the advice work process and consult the Advice Session Supervisor appropriately
- Create, maintain and archive paper and electronic filing systems in accordance with Citizens Advice LeicesterShire's systems and procedures
- Maintain an adequate supply of stationery/advice documentation
- Maintain an adequate supply of refreshments
- Be responsible for collection and distribution of incoming post and processing outgoing post
- Maintaining filing systems including filing and archiving of case records and related documents
- Photocopy, fax and use other office machines as appropriate
- Ensure all office machines are fully maintained and have appropriate supplies
- Display leaflets/posters as appropriate
- Prepare orders for stationery and other supplies

Petty Cash:

- Be responsible for the petty cash, ensuring that receipts are provided for all expenditure
- Make sure that travel expense forms are completed and authorised by Service Leader for any travel expenses paid by cash
- Complete the petty cash spreadsheet and reconciliation form on a monthly basis ensuring that all cash is accounted for
- Ensure that the petty cash documentation and all receipts are sent to the finance officer on a monthly basis
- Liaise with the Service Leader for top up of petty cash

Reception cover duties:

- Provide cover to welcome clients coming into the reception/waiting area
- Explain waiting times and procedures to clients
- Provide information about Citizens Advice and other advice services to clients from a diverse range of backgrounds and cultures

Meetings:

- Arrange meetings as required
- Attend meetings as required
- Take minutes at meetings, if required

Correspondence:

- Type letters, documents and reports as required
- Email account management
- Create and maintain templates and documents
- Maintain statistics, collate and produce reports as required

Other duties and responsibilities:

- Maintain confidentiality about clients and their contact with the Citizens Advice
- Work within Citizens Advice LeicesterShire's systems and procedures
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues
- Carry out any other relevant administrative and support duties as required, to ensure the smooth running of the organisation
- Ensure IT information assurance training is completed on an annual basis

Person Specification		Essential/ Desirable	Measured by:
1.	Proven administration experience.	Essential	A, I
2.	Ability to implement administrative policies and procedures in a busy work environment.	Essential	A, I, P
3.	Excellent verbal communication skills including telephone skills.	Essential	A, I, P
4.	Ability to monitor and maintain own standards.	Essential	A, I, R, P
5.	Understanding of the need for confidentiality.	Essential	A, I
6.	Ability to work on own initiative, prioritise own work and meet deadlines.	Essential	A, I, R, P
7.	Working knowledge of Google Workspace and Microsoft Office applications.	Essential	A, I, P
8.	Ability to offer some flexibility in working hours/days/location in order to meet the needs of the organisation.	Essential	A, I
9.	Willingness to work as part of a team.	Essential	A, I, P
10.	Written communication skills required for drafting correspondence and transcribing minutes.	Desirable	A, I, P
11.	Ability to competently use office equipment such as a photocopier, printer, etc.	Desirable	A, I, P
12	Ability to speak other languages	Desirable	A,I,P

**Measured by: A = Application Form, I = Interview, P = Probationary period,
R = References, E = Extra activity, T = Test**

This role is subject to a basic DBS check.