

Citizens Advice Carlisle & Eden

Business Support Administrator

Job Title:	Business Support Administrator
Reports to:	Operations Manager & Training Officer
Location:	1 Carlisle vacancy; 1 Penrith vacancy
Hours:	18 hours per week
Salary:	£19,312 per annum (pro rata)
Leave entitlement:	25 days (pro rata) plus Bank Holidays
Pension:	Option to join workplace pension scheme, including 8% employer contribution

Business Support Administrator

Thanks for your interest in working at Citizens Advice Carlisle and Eden.

This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice.



3 things you should know about us

- 1. We're local and we're national.** We have 6 national offices and offer direct support to people in around 300 independent local Citizens Advice services across England and Wales. Citizens Advice Carlisle and Eden has an office in Carlisle and in Penrith.
- 2. We're here for everyone.** Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.
- 3. We're listened to - and we make a difference.** Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.



Our values

We're inventive. We're not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren't working.

We're generous. We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

We're responsible. We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members.

This role sits within our network of independent charities, delivering services from

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons

They do this with:

- 6,500 local staff
- over 23,000 trained volunteers

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30-minute drive of where they live.





The role

At Citizens Advice Carlisle and Eden, we are looking to recruit administrators, with extensive IT knowledge and excellent interpersonal skills.

Working in an extremely busy customer facing environment, you will also be required to provide IT and admin support to a larger team of volunteers and paid staff who give advice and support to people in person and via telephone and email. This advice can be for a wide range of different issues including debt, benefits, housing, employment and consumer difficulties.

We currently have two vacancies - one role is predominantly based at our Carlisle office (Broadacre House), the other role is based at our Penrith office (Sandgate).

Please note, you may be required to provide occasional cover at the other site.



Role profile

Reception

- Ensuring the reception area is presented to a high standard, providing a professional and welcoming environment for all visitors
- Provide a prompt, courteous and professional greeting to all telephone callers, signposting callers appropriately to the relevant colleague or organisation.
- Provide information about the organisation to clients from a diverse range of backgrounds and cultures
- Work collaboratively with other colleagues to provide a service that is based on sensitivity and respect for clients.
- Keep client informed of approximate waiting times and provide information to clients on the service.
- Manage use of interview rooms by liaising with staff and clients in the reception area.

Administration

- Create, maintain and archive paper and electronic filing systems in accordance with the organisation's systems and procedures.
- Administer the regular ordering of stationery and office provisions

- Administer incoming and outgoing post,
- Display and maintain stock of leaflets and posters throughout the organisation, as well as any electronic information systems.
- Produce information from spreadsheets and Word process letters, documents and reports as required.
- Copy, scan and upload documents to electronic databases as needed.

IT Support

- Apply extensive IT knowledge and problem-solving ability, to complete scheduled tasks and resolve ad hoc equipment issues.
- Support and improve our use of Microsoft Office 365 applications e.g. SharePoint, OneNote, Microsoft Forms etc and any other cloud-based applications
- Maintain and update our local website and Social Media accounts.
- Installation of new IT equipment as needed

Research

- Assist with research and campaigns work as appropriate.

Recruitment and Training

- Contribute to the induction, training and day to day support of volunteers and paid staff working in the organisation.

Other duties and responsibilities

- 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 Citizens Advice
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues



Person specification

1. Previous experience of working in a customer facing role, with a proven track record of delivering excellent customer service.
2. Extensive IT knowledge, including familiarity with social media, website maintenance, cloud-based applications, email and electronic diaries, with an ability to resolve back-office IT equipment issues.
3. Ability to prioritise a varied workload, in order meet strict deadlines
4. Ability to work both as part of a team and independently, with minimal supervision.
5. Experience of creating and improving office procedures and maintaining accurate and up to date records
6. Excellent written and verbal communication skills
7. Numeracy skills and the ability to work within established financial systems.