

# Administrator/Receptionist Support

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**Expectation of 2 days per week 9:30am – 4pm**

## **Key work areas and tasks**

**Operate the reception and provide information; help ensure the smooth running and organisation of the bureau; organise the leaflets available for clients.**

- Typing letters and memos for bureau workers
- Updating databases and information systems
- Filing
- Photocopying
- Taking minutes at workers' meetings
- Answering the telephone, taking messages where appropriate
- Ordering stationery and other necessary items
- Completing research & campaigns policy forms
- Welcome clients coming into the bureau contact area.
- Explain waiting times and procedures to clients.
- Provide information about the Citizens Advice Enfield and other advice services to clients from a diverse range of backgrounds and cultures.
- Work collaboratively with other colleagues involved in the advice work process.
- Provide a service that is based on sensitivity and respect for clients.
- Acknowledge children and / or any special needs and take appropriate action.
- Maintain confidentiality about clients and their contact with the bureau.
- Consult the gateway / advice session supervisor appropriately.
- Work within agreed bureau systems and procedures.
- Answer the telephone and refer calls or take messages.
- Process client information collected at the reception helpdesk.
- Provide client with information where appropriate, including details of other agencies, and point out leaflets / factsheets from Adviceguide.
- Create, maintain and archive paper and electronic filing systems in accordance with the bureau's systems and procedures.
- Liaise with advice staff regarding support for individual clients.
- To organise the leaflets available for clients.
- Re-stocking leaflets.
- Researching new leaflets available.
- Re-ordering leaflets.
- Checking for out-of-date leaflets – replacing with up-to-date versions.
- Making sure clients are able to find the information they need easily.
- Deal with incoming post

- Deal with outgoing post
- Use the fax machine
- Form filling
- On-line form filling

### **Research & Campaign policy**

- Assist with research & campaign policy work by providing information about clients' circumstances through the appropriate channel.

### **Maintain and develop advice work administrative systems**

- Before the session, check facilities in the reception area and reception materials.
- Maintain stocks of stationery, leaflets and posters, and order from suppliers.
- Update public information materials and information.
- Maintain online and other electronic appointment diaries.
- Maintain statistics and collate and produce reports to a prescribed format.
- Use IT for record keeping.
- Ensure that all work conforms to bureau's systems and procedures.

### **Professional development**

- Attend relevant internal and external meetings as agreed with the line manager.
- Prepare for and attend supervision sessions / team meetings / staff and volunteer meetings as appropriate.
- Undergo relevant training as identified with line manager.

### **Other duties and responsibilities**

- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
- Any other relevant admin and support duties required to ensure the smooth running of the bureau.
- Demonstrate commitment to the aims and policies of the Citizens Advice Enfield service.

### **Person specification**

- An understanding of and commitment to the Aims and Principles of the Citizens Advice Enfield service including the service's equality and diversity policies.

- An understanding of discrimination or the willingness to learn about it.
- Ability to give and receive feedback objectively and sensitively and willingness to challenge constructively.
- Ability to monitor and maintain own standards.
- Experience of providing reception services or similar, preferably within a social welfare environment.
- Excellent verbal communication skills including telephone skills.
- Good numeracy and literacy skills.
- Ability to access relevant signposting information including electronic and written materials.
- Ability to implement administrative policies and procedures in a busy work environment.
- Good IT skills, including MS Word, email and the internet.
- Flexibility and willingness to work as part of a team.
- Friendliness and approachability
- Awareness of the potential needs of, and demands placed on, vulnerable clients.
- Understanding of bureau procedures and the way the bureau works.
- Ability to manage time effectively.

### **Personal skills and qualities**

- A commitment to the aims and principles of the Citizens Advice Enfield service.
- A commitment to equal opportunities.
- To be friendly and approachable.
- To be able to work as part of a team.
- Willingness to look for new leaflets and approach outside organisations.
- Excellent communication skills.