

**Administration / Support Worker**

Job pack

Thanks for your interest in working at Citizens Advice Enfield. 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.

In this pack you’ll find:

* Our values
* 3 things you should know about us
* Overview of Citizens Advice and Citizens Advice Enfield
* The role profile and personal specification
* Terms and conditions
* What we give our staff

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| **Want to chat about this role?**  If you want to chat about the role further, you can contact Administrator by emailing [info@enfieldcab.org.uk](mailto:info@enfieldcab.org.uk). |

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| **https://lh6.googleusercontent.com/rV1VVWtESnRAKSo3e13UMETr74uMYm9lmKs6dFFHdlb3XGEZc35rXp0iFmd31iU-rIFvyPOFHd4kMyJdlYti3PXVIC-MSurFNhQsHJju-Awy1zUs-wWpZd-GSaPZfsQlilu9xteE 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. |
| |  |  | | --- | --- | | **https://lh4.googleusercontent.com/YD2WcOy-gr-26_A0DWW09BgqTpDqNjFUp2tza7MO4VNgpHTgSrc2v6FSsEV4uPbFWolJl-jrhtXZffr3rkY1htq4wq-FnAdKVlJs8Pwv9Nb7_AODROhWG1-xgu3rLmxJoQtzv0RP** | **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.  **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. |

**How Enfield Citizens Advice works**

Citizens Advice Enfield is a charity that offers free, accessible, quality advice to anyone who lives in Enfield. We can help with all kinds of problems whether they are housing, employment, benefits, debts or immigration issues for example.

  **Overview of Citizens Advice**

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| 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 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. | https://lh5.googleusercontent.com/r8suuMK2Y1jlNYRk0lSUl754bSwmNYAJobX-F9ffjexbCyPchw5197ffUyCrom3-bxGgy_E0fqO2Re9Dxk0UtXRs940bi9gIIzX24uYthNRbwQm6lKqY9AnpSF_d5Fn9vqek1OG2 |

  **Role profile**

This is a short-term contract to support the administrator with adapting the service to meet the needs of a remote working team.

**Administration**

* Create and maintain electronic systems in accordance with the organisations systems and procedures.
* Update the Electronic information system, hard copy information system and other reference materials including Citizens Advice, such as Microsoft SharePoint and managing online rotas.
* Review current stock of leaflets and posters throughout the organisation to make them accessible online. Assist with stationery supply stockkeeping.

**Correspondence**

* Use of photocopier, fax and other machines as appropriate.
* Assist the administrator to process paper and electronic correspondence.
* Produce information from spreadsheets and database.
* Word process letters, documents and reports as required.
* You may be asked to come to the office to support remote workers to ensure they have access to photocopiers and equipment retained in the office.

**Meetings**

* Arrange meetings; including management team meetings, staff meetings and meetings of the organisation’s trustees’ board, circulate papers agendas and minutes, attend and take notes of the meeting.

**Reception (this will only be considered if we return to face to face services).**

* Receive clients and other visitors, record arrival times and time spent with advisers.
* Keep client informed of approximate waiting times and provide information to clients on the service.
* Maintain record of the use made of each interview room and inform advisers of the order of clients and allocate interview rooms appropriately.

**ICT Support**

* Work with the administrator to identify and create training tools to support the team
* Support the administrator with cascading training support for the team.
* If desired, this is an opportunity to assist the administrator with scheduling team meetings.

Maintain record of the use made of each interview room and inform advisers of the order of clients and allocate interview rooms appropriately.

  **Person specification**

**Essential Criteria**

* Ability to write clearly and accurately, communicate effectively face to face and on the phone.
* Ability to systematically manage a varied workload, prioritise and meet deadlines under pressure.
* Ability to maintain efficient administration systems with attention to detail and demonstrable ability to maintain accurate, up to date records.
* Numeracy skills.
* Ability to take a brief, ensure the task is understood and then work independently.
* Ability to use Microsoft Excel.

**Desirable Criteria**

* Knowledge of updating websites.
* Numeracy skills.
* Ability to learn and adapt new IT systems to support the administrator.

In accordance with Citizens Advice national policy the successful candidate may need to be screened by the DBS. However, a criminal record will not necessarily be a bar to your being able to take up the job.

  **Terms and conditions**

**Annual leave** - year runs from 1 January to 31 December. Full-Time Employees are entitled to 30 days paid annual leave plus statutory holidays. This is a contract for 25 hours per week, over 4 days per week which entitles you to 24 days annual leave and 6.5 days Bank Holidays for a full year (reduced by the % of year worked).

**Sickness -** In any 12 month period, after the probationary period, you will be entitled to 2 months full pay and 2 months half pay.

**Pension** - You will be eligible to benefit from the employers designated pension scheme.

Full terms and conditions are available on SharePoint for all team members to view.

**  What we give our staff**

**We offer**

* full training appropriate for the role
* Enrolment to Lifeworks employee assistance programme to help with health and well-being.
* contributory pension
* supervision and mentoring support by a supervisor and experience advisers
* organisational induction programme
* ongoing training on soft skills such as communication, telephone, IT, etc.
* Training supervisor will oversee the induction and training schedule for the trainee and act as a mentor.
* The trainee will receive additional mentoring from their direct line manager.
* The trainee will be paired up with a work buddy after the Induction to help them settle in. this will be carried out by those with direct experience of the role that is being undertaken.
* Covid-19 restrictions allowing the post will primarily be office based to give the trainee a good understanding of a working environment.
* Direct supervision will be weekly to begin with and involve a needs assessment of the young person. Will involve trainee in discussing their employment aspirations. Training supervisor and trainee will make an agreed plan for the course of the Kickstart program.
* Supervision meetings will be weekly (online or in person) to begin with and reduce in frequency depending on the trainees needs.

**Program involves:**

1. On completion of initial induction, discussion with the trainee about what skills or training they need to develop to satisfy requirements of their role.
2. Discussion and assessment of overall and future employability needs. Drawing up of a support plan in conjunction with the trainee.
3. Exploring sector interest.
4. CV skills
5. Personal brand
6. Interview skills
7. Confidence
8. Dealing with setbacks