**Hamilton Citizens Advice Bureau**

**Job Description:**  Service Co-ordinator

**Fixed Term: 31st March 2021 Hours of Work: 23 hours per week (to be agreed)**

**Salary: £18110 pro rata**

**Reporting to:**  Team Leader – Business Operations

**Location:** Hamilton

1. **Job Purpose**

Day-to-day administrative co-ordination of the In-Court Lay Representation Service

1. **Job responsibilities**

**Operating as part of HCAB administration and support team:**

* + Provide telephone reception dealing with all calls into the service and making calls on behalf of team members
  + Manage appointments system for the team ensuring people using the service are advised and reminded of their appointment times and place
  + Deal with all incoming mail ensuring scanned and filed appropriately and case holder alerted
  + Ensure all outgoing mail is logged according to internal procedures
  + Ensure referrals from feeder CABx, local authorities and other source are processed effectively in line with agreed protocols
  + Ensure referrals out of the service are logged and monitored effectively in line with agreed policy and procedures
  + Maintain quality control systems to ensure effective case management, including monitoring and evaluation of service levels provided internally and externally
  + Conduct customer & stakeholder surveys to inform development and improvement of service
  + Provide casework support to the money advice link worker
  + Organize and support case conferences, team meetings, training events and meetings with external partners as directed
  + Ensure admin systems are effectively implemented and developed to meet service needs
  + Ensure compliance with relevant health & safety policies and procedures
  + Ensure ICT systems are maintained and provide appropriate support to the team

**3. Key skills**

* Excellent communication, literacy and interpersonal skills
* Experience of working in a busy public facing environment
* Knowledge of appropriate data management systems
* Data input and keyboard skills
* ICT literate
* Ability to schedule, plan and prioritize work
* Excellent numeracy and accuracy skills
* Analysis and problem solving skills
* Values equality and diversity