

Inverness, Badenoch and Strathspey Citizens Advice Bureau
Require an

Administration Assistant



To Provide Administration Support For:

Equality & Employment Project & Administration Department.

16 hours per week (over 2 days)

IBS 3 Point 10- £14,999(Pro-Rata 35 hours.) (£8.24Per Hour)

Experience is required in

All Administration Skills

Good communication skills/ability to interact with clients/other staff

General I.T. skills & a good working knowledge of M.S. Office

Basic Numeracy skills

The closing date for applications is Friday 6th February 2015.

For further information and an Application Pack, please

E-mail: recruitment@invernesscab.casonline.org.uk

Or contact:

Linda Swanson

Admin Supervisor

Inverness Citizens Advice Bureau

103 Academy Street

Inverness IV1 1LX

Tel: 01463 252299

Inverness Citizens Advice Bureau is an equal opportunities employer.

Registered Charity No. SC136118

Administrative Assistant Job Description and Person Specification.

Context of Role:

Reporting To Project Worker/Admin Supervisor

Role Purpose:

To provide Administration support to both: -

- **Equality & Employment Project**
- **Administration Department.**

Fixed Term Contract

1 Year from Date of Appointment.

- **Hours of Work: 16 Hours P.W.**
- **Monday and Wednesday each week (days may be flexible).**
- **Holiday cover for Saturday's may also be a requirement.**

IBS Pay Scale Grade: 3 Point 10 £14,999 (pro-rata 35 Hours P.W.) - £8.24 per hour

Key Work Areas and Tasks:

- Type various correspondence and other documents/reports.
- Contact clients to arrange Appointments etc..
- Word process letters, documents and reports as required.
 - Form filling on behalf of clients if required
 - Maintain statistics, collate and produce to a prescribed format as required.
 - Produce information from our recording program, spreadsheets and databases.

Administration

- Use photocopier, Scanner, fax and other office machines as appropriate.
- Create and maintain template and filing systems in accordance with the bureau's systems and procedures.
- Open, record and distribute incoming post, and prepare outgoing mail for despatch.
- Update the hard copy information system and other reference material as appropriate.
- Update the Electronic Information System.
- Maintain the local information system.
- Maintain diaries and work records.
- Maintain and order stationery supplies.
- Make and answer the telephone and refer calls or take messages.
- Send and respond to emails and mail.
- Organise and maintain bureau manager's diary and work records.
- Maintain Excel and Access databases for Project

Other duties and responsibilities

- Help to arrange events.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
- Any other relevant administrative and support duties required to ensure the smooth running of the bureau.
- Sourcing and printing off of information
- Maintain and organise records

Person specification – All Essential Requirements.

- Previous administration work experience essential
- A good working knowledge of using computers, software and general I.T.
- Understanding of and commitment to the aims and principles of the CAB service and its equal opportunities policies.
- Ability to monitor and maintain own standards.
- Ability to work on own initiative, prioritise own work, meet deadlines.
- Good interpersonal skills.
- Written communication skills to level required for drafting correspondence, transcribing minutes.
- Skills in MS Word /Excel and data-base spreadsheet entry
- Ability to relate to clients with whom, English is not a first language.
- Flexible approach and willingness to work as part of a team.
- Basic numeracy skills.