**KINCARDINE AND MEANRS CITIZENS ADVICE BUREAU**

**ADMINISTRATIVE AND RECEPTION SUPPORT WORKER**

**JOB DESCRIPTION**

Name of Employer: Kincardine and Mearns Citizens Advice Bureau

Job Title: Administrative Assistant and Reception and Support Worker

Responsible to: Session Supervisor and Operations Manager

Main Purpose of Job: To provide comprehensive, efficient and effective administrative and secretarial support to the Bureau.

**Summary of Main Responsibilities**

* To undertake a wide range of clerical duties for the Bureau including; minute taking; recording data; photocopying; filing; faxing; leaflet and notice production; maintaining databases and producing newsletters and annual reports; preparing outgoing mail and dealing with incoming mail.
* To provide a reception service for the Bureau by answering the main office telephone and recording and directing calls accordingly and dealing with queries at reception.
* Responsible for providing a comprehensive, efficient and effective administrative support to the bureau, including letter writing and data input.
* Provide full clerical support and assistance to the Volunteer Support team which includes: up-dating and maintaining volunteer records; maintaining new trainees records and attendance; assisting with paperwork during volunteer recruitment and training; and preparing regular reports on volunteer numbers.
* Responsible for maintaining correspondence from volunteers and preparing and maintain of the volunteer rotas, ensuring adequate cover and recording absence.
* Providing assistance to volunteer administrative staff, where appropriate.
* Responsible for the maintenance of the solicitor rotas and other specialist clinics, as required.
* In the absence of the Administrative Officer, to assist with the administrative duties in relation to the finances of the Bureau including, petty cash, invoices and remittances.
* Any other tasks as reasonably required to support staff and volunteers in maintaining the CAB service.
* Any other tasks as reasonably delegated by the Chief Officer and Operations Manager.

**ADMINISTRATIVE ASSISTANT AND RECEPTION SUPPORT WORKER**

**PERSON SPECIFICATION**

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| **Administrative Assistant** | **Essential** | **Desirable** |
| **QUALIFICATIONS** | Good standard of written and spoken English  Good numeric skills | Standard Grade (or equivalent) English and Maths |
| **EXPERIENCE** | Experience in administrative work, including document writing and recording of information  Experience of using Microsoft Office applications | Experience of working with volunteers |
| **SKILLS AND ATTRIBUTES** | Able to communicate effectively, both orally and in writing  Attentive to accuracy and detail  Ability to work under pressure  Proven organisational and time management skills | Able to use own initiative  Ability to research client records and documents  Ability to administer petty cash  Accurate typing skills |
| **VALUES AND ATTITUDES** | Able to work as part of a team  Support the principle of voluntarism  Commitment to equal opportunities policies | Understanding of and commitment to the aims of Aberdeen CAB |
| **KNOWLEDGE** | A working knowledge of client confidentiality and data protection/GDPR |  |