**Administration Assistant - Job Description**

**Key work areas and tasks:**

The Administration Assistant is responsible to the Manager; the main aims of this post are to provide a reception service to clients and administration and clerical support to paid and voluntary staff members.

**Main Duties**

Telephone/Reception

* Dealing with all incoming calls
* First point of contact for clients attending the office
* Obtaining files for clients interviews and/or recording details of call/visit for support staff

Mail Handling - to be responsible for

* Recording all incoming mail
* Matching client correspondence with case file and passing to support staff
* Ensuring outgoing mail it timeously presented to support staff /manager for signing
* Circulating reports, minutes etc. to appropriate committee members and interested parties

Computers - undertake

* Typing/word processing correspondence and reports using bureau computer/software
* Input of data for statistical returns and recording information
* Compiling statistical data for annual report and other reporting purposes

Photocopying

* Photocopying of reports, minutes etc. to ensure sufficient copies are available for circulation
* Other photocopying duties to ensure smooth running of office

Filing - to be responsible for

* Ensuring copy letters are filed in client’s case files and client case records are filed in appropriate place

Statistical Information

* Updating and maintaining the appropriate information database relating to client enquiries on a daily basis
* Retrieving appropriate information for reports, as requested by the Manager or Deputy Manager
* Preparing appropriate questionnaires and other materials as necessary for information retrieval exercises

Library - to be responsible for

* The updating and maintenance of information library and consultancy documents
* Updating and maintenance of a stock of appropriate leaflets and application forms in consultation with Management
* Liaising with Citizens Advice Scotland and National Association of CAB information departments
* Updating and maintenance of local information bank
* Updating and maintenance of bureau telephone diary

Miscellaneous - Any other duties which may be reasonably requested by Management.

**Person Specification**

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| **Administration Assistant** | **Essential** | **Desirable** |
| **Qualifications** | Good standard of general education. | Evidence of vocational training/qualification. |
| **Experience** | Work experience in using and monitoring office systems and procedures.  Working as part of a team.  Experienced computer user. | Work experience in the voluntary sector.  Experience of developing new procedures and practices. |
| **Skills and attributes** | Able to communicate ideas in writing and orally.  Attentive to accuracy.  Ability to write routine letters. | Able to use initiative.  Ability to recognise a need to review office systems and develop new ones.  Ability to research client records and documents. |
| **Values and attitudes** | Commitment to team working.  Commitment to voluntary sector. | Commitment to equal opportunities policies. |
| **Knowledge** | Knowledge of voluntary sector. | Awareness of services provided by voluntary sector. |
| **Other** | Commitment to team working |  |