

**JOB** **DESCRIPTION**

|  |  |
| --- | --- |
| **Job** **Title** | **Administration Support** **(CARF** **SCQF** **Level** **5)** Senior Bureau |
| **Reporting** **To** | **Service** **Delivery** **Manager** |
| **Overview** | The **Administration Support** post holderwill be responsible for the majority of clerical work and administrative tasks associated with the efficient running of a Citizens Advice Bureau including dealing with incoming and outgoing mail, scanning and data input amongst other activities. |
| **Purpose** **of** **Job** | To undertake the daily administration and clerical tasks involved in the smooth operation of a busy Citizens Advice Bureau to ensure clients receive the best possible service from the organisation.  Specifically, the role includes:  - Administering incoming and outgoing mail.  - Scanning, attaching and filing documentation  - To update relevant client records with associated administrative tasks.  - To contact clients where further information is required relating to their case, including arranging and confirming appointments on behalf of appropriate teams. |
| **Scope** **of** **Work** | Undertake daily administrative related tasks on behalf of all business functions in CARF.  To work alongside CARF staff and volunteers to ensure the timeous and accurate recording of administrative duties on a client’s case record, across various systems.  To create, follow and develop processes relating to administration tasks.  To speak with clients to gather further information and pursue additional documentation required to progress their case in CARF.  To liaise with clients and book appointments in appropriate calendars.  To undertake any other specific duties that may be required. |
| **Degree** **of** **Autonomy** | To work alongside existing staff and volunteers to deliver an efficient administration process for the organisation, under the supervision of the Service Delivery Manager.  To be responsible for the daily tasks associated with incoming and outgoing mail.  To be responsible for the accurate scanning, attaching and filing of documentation.  To take responsibility for the updating of clients records with regards the administrative tasks taken on the client’s case.  To take ownership of contacting clients for further information or gathering of documentation required to progress a case.  To arrange and confirm appointments with clients on behalf of appropriate teams.  To maintain and develop internal processes with a view to ensuring consistent applications of standards in administration related tasks.  As an employee of CARF you will be required to work within its aims and principles and, where appropriate, contribute to the development and revision of its policies and procedures. |
| **Processes** | Ensure accurate recording, progressing and monitoring of client cases using relevant software in accordance with recognised good practice in the advice field and internal procedures.  Ensure that appropriate manual and IT systems are employed for case management, recording statistics, follow up work and quality control.  Co-ordinate activities, procedures and systems to promote common policies and/or practices. |
| **Quality** | Adhere to CARF’s recognised good practice and standard processes and procedures to ensure governance and compliance at all times.  Contribute to overall efficiency and quality of processes and procedures.  Ensure compliance with quality and statutory standards which requires accurate recording and maintaining of CARF case recording systems.  Work within specified quality of advice and service standards, particularly in regard to GDPR. |

**PERSON** **SPECIFICATION**

|  |  |
| --- | --- |
| **Knowledge** **&** **Understanding** | Evidence and/or qualifications at SCQF Level 5.  Demonstrable understanding of the aims and principles of CARF/CAB.  Experience in undertaking administrative tasks in a busy office environment would be advantageous.  Understanding of the need to manage information in a sensitive and appropriate manner. |
| **Communication,** **numeracy** **and** **ICT** **skills** | Excellent written, oral and IT skills with the ability to quickly and efficiently input data to electronic case recording systems  Ability to communicate with various staff from various teams across the organisation.  Knowledge and experience of working with various electronic systems and highly developed ICT skills. |
| **Generic** **Cognitive** **Skills** **e.g.** **evaluation** **&** **analysis** | Ability to recognise errors through “sense checking” process and take remedial action.  To proactively assess processes and develop alternative, more efficient solutions. |
| **Autonomy and Accountability** | Ability to work on own initiative and prioritise work.  To be accountable for the efficient processing of administration related tasks.    To undertake other duties as defined by the Service Delivery Manager as  required by the exigencies of the service. |
| **Applied** **Knowledge,** **Skills** **&** **Understanding** | Have excellent organisational skills with the ability to structure processes and set up efficient systems.  Be able to maintain high standards of customer service  Ability to act with confidentiality, tact and discretion.  Be consistent and accurate and have an eye for detail.  Learn quickly, be adaptable, flexible and able to work in an ever-changing context.  Be able to take initiative.  Flexible approach to tasks and a positive attitude.  Able to work within required statutory standards.  Support the principal of volunteerism.  Clear understanding of the importance of excellence in service delivery. |
| **Values** **&** **Attitudes** | Commitment to CARF’s **STARS** values and associated behaviours:  o **Skilful** – CARF staff and volunteers are valued for their expertise and encouraged to increase knowledge through continuous learning.  o **Trustworthy** – CARF staff and volunteers are treated, and act with, honesty, respect and dignity at all times.  o **Aspiring** – CARF staff and volunteers show a desire and determination to make themselves and CARF the best they/it can be.  o **Reliable** – CARF staff and volunteers consistently aim to deliver the highest possible service.  o **Supportive** – CARF staff and volunteers work as a team to provide encouragement and support to each other, and to those who use our services.  For more detailed information relating to our STARS values, please refer to the document ‘**An** **Introduction** **to** **the** **CARF** **STARS** **Framework.’** |