#

Administration/Support Worker

Stronger Start

Funded by the National Lottery

**Job title:** Administration/Support Worker

**Organisation:** Renfrewshire Citizens Advice Bureau

**Project:** Stronger Start

**Location:** Hybrid (with travel throughout Renfrewshire, West Dunbartonshire & Inverclyde

**Salary:** £19,838 (per annum) (pro-rata)

**Position type:** Part-time (21 hours a week – job sharing considered)

**Fixed term:** 1-year contract (January 2024 – January 2025)

**Interviews:** Anticipated W/C 13th November

**Role Purpose:** To provide administrative support services to our Stronger Start Adviser/Advocacy team. The role will involve regular interaction with clients, making them aware of the scope of the service, helping them to engage with the service by organising appointments, dealing with paperwork/mail for the adviser/advocacy workers, and working with the adviser/advocacy worker to produce reports/evaluations of the project.

 **Context of role:** Working to support our Stronger Start Adviser/Advocacy workers to deliver high-quality advice and information service to vulnerable pregnant women in the Renfrewshire, West Dunbartonshire, and Inverclyde areas. This is a client-facing role and will involve dealing sensitively with clients in crisis situations. A PVG is essential for this position.

**Person Specification**

 **Essential:**

* Understanding of and commitment to the aims of the Citizens Advice Service and its equal opportunities policy
* A commitment to learning about the different roles within the bureau and areas/levels of advice offered
* Previous administrative experience
* Competent in literacy and numeracy
* Ability to monitor and maintain own standards
* Skills in Word, Excel, Google Sheets and Outlook
* Excellent Time Management Skills
* Problem-solving, ability to think on your feet and effectively make decisions.
* Ability to accurately input data and keep to desired formats.
* Ability to work on own initiative, prioritise own work, meet deadlines
* Exceptional Communication and Customer Service Skills
* Experience in handling Confidential Information
* Flexible approach and willingness to work as part of a team.
* Ability to recognise data/recording variances and highlight concerns to management/supervisor.

**Desirable:**

* Experience working in a customer-facing role
* Experience working with volunteers

**Main areas of responsibility:**

* Dealing with email, post, telephone messages, photocopying and filing
* Gathering the correct information in a sensitive manner and making appointments for clients.
* Producing letters, documents, and reports as required
* Maintaining statistics and collating and producing reports in a prescribed format
* Assisting advisor, and advocacy worker, with routine tasks associated with the Stronger Start Project.
* Compliance with legal and organisational standards including confidentiality, data protection, information assurance, and equality.
* Challenging discrimination and promoting equality
* Updating own knowledge and identifying own training needs
* Following Health and Safety guidelines and sharing responsibility for own and others' health and safety
* Any other relevant administrative and support duties required to ensure the smooth running of the Stronger Start Project

**How to apply:**

If you are passionate about making a positive impact in the lives of pregnant women and new mothers, and you meet the qualifications and qualities outlined in our person specification, we invite you to apply. Please complete the attached application form and send it to manager@paisleycab.casonline.org.uk by the 6th of November 2023.