# Administration & Triage Assistant

# Role Profile

**Role Purpose:** To provide administrative support services to our staff and volunteers. The role will involve triaging and signposting clients, making appointments for clients and completing/mailing relevant paperwork.

**Context of role:** Working to support volunteers and staff to deliver a high-quality advice and information service to clients in a busy Citizens Advice office. This is a client facing role and will involve dealing sensitively with clients in crisis situations.

**Person Specification**

**Essential:**

* A commitment to learning about the different roles within the bureau and areas/levels of advice offered
* Competent in literacy and numeracy
* 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
* Flexible approach and willingness to work as part of a team
* Ability to maintain good standards and quality of work

**Desirable:**

* Prior experience, gained at a basic level of service delivery in the charity sector
* Previous administrative experience
* Understanding of and a commitment to aims and principles of the Citizens Advice Service
* Experience of working in a customer facing role
* Experience of handling confidential information
* Experience of working with volunteers

**Main areas of responsibility:**

* Dealing with email, post, telephone messages, photocopying and filing
* Taking calls and answering the door, including signposting, making appointments, gathering the correct information and quick decision making. Recognising when extra support is needed.
* Producing letters, documents and reports as required
* Maintaining statistics and collate and produce to a prescribed format
* Assisting advisors, caseworkers and managers with routine tasks
* Compliance with legal and organisational standards including confidentiality, data protection, information assurance and equalities
* 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 office