# DRUMCHAPEL CITIZENS ADVICE BUREAU

# Clerical / Training Assistant

**Job Title:** Clerical/Training Assistant

**Responsible to:** Manager

**Responsible for:** The operation of Bureau office systems and procedures.

The role of the Clerical/Training Assistant is to assist the Manager and/or other staff with Clerical and Administration Systems. The role also assists the training officer to plan, co-ordinate the Adviser Training Programme in advice work. Update and develop training modules and ensure resources are up to date.

**Summary of main responsibilities:**

* Assist Manager and/or other staff with all clerical and administration systems
* Welcome clients coming into the Bureau contact area (post pandemic).
* Explain waiting times and procedures to clients contacting the bureau for support.
* Provide information about the CAB and other advice services to clients from a diverse range of background and cultures.
* Maintain confidentiality about clients and their contact with the Bureau.
* Liaise with the Training Officer and assist with creating volunteer recruitment packs
* Prepare paperwork and training packs in conjunction with the Training Officer
* Assist to keep training records, volunteer details and event information up to date
* Work within agreed Bureau systems and procedures.
* Answer the telephone and refer calls or take messages.
* Create, maintain and archive paper and electronic filing systems in accordance with the Bureau’s systems and procedures.
* Be available to record the minutes of meetings
* Undertake research work for the Manager and other staff as requested
* Undertake any other reasonable duties as requested by the Bureau Manager

**Person Specification –Clerical / Training Assistant**

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| **Administration Assistant** | Essential | **Desirable** |
| QUALIFICATIONS | Good standard of general education. | Evidence of vocational training/qualification. |
| EXPERIENCE | 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.. |
| 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 |  |