

DRUMCHAPEL CITIZENS ADVICE BUREAU
Clerical Assistant / I.T. Worker

Job Title: Clerical Assistant / I.T. Worker

Responsible to: Manager

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

Summary of main responsibilities:

- Assist Manager and/or other staff with all clerical and administration systems
- Ensure all staff are using appropriate Bureau systems and procedures
- Welcome clients coming into the Bureau contact area.
- Explain waiting times and procedures to clients.
- 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.
- Consult advice session supervisor appropriately.
- Work within agreed Bureau systems and procedures.
- Answer the telephone and refer calls or take messages.
- Process client information where appropriate, including details of other agencies, and point out leaflets / factsheets from Advice guide.
- Create, maintain and archive paper and electronic filing systems in accordance with the Bureau's systems and procedures.
- Liaise with advice staff regarding support for individual clients.
- Identify improvements in Bureau systems
- Ensure all paperwork is completed on time
- Ensure the Bureau Information Systems are updated each month
- Be available to record the minutes of meetings
- Keep all Bureau records relating to safe and accessible for future retrieval
- Provide training in use of office systems to Bureau staff

- Develop and monitor the quality of the office systems and procedures in use
- Provide administrative assistance in staff recruitment and training programmes
- Provide administrative assistance relating to the Bureau's IT strategy
- Process client case records, and ensure continuity
- Control all Bureau correspondence procedures
- 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 Assistant / I.T. Worker

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. Ability to administer petty cash.	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