



**East Dunbartonshire
Citizens Advice Bureau**

Administration Assistant

Employer: Board of Directors East Dunbartonshire Citizens Advice Bureau

Job Title: Administration Assistant

Responsible To: Business Support Lead

Main Purpose: To provide Administration and assistance to staff and volunteers

Responsibilities

Main Tasks:

- Undertake telephone enquiries and allocate to the appropriate adviser.
- Manage the EDCAB general email enquiries
- Record outgoing/incoming mail
- Scanning/ Photocopying/Filing
- To maintain and order stationery supplies
- Undertake general administration duties associated with general office work.
- Assist in the completion with statistical information as required.
- Support Administration placements and volunteers
- Input data and monitor databases on a daily basis
- Undertake any other reasonable duties as requested by the Business Support Lead.
Provide other support to the managers, including gathering information and basic

Team Work

- Attend and participate in staff meetings
- Assist with preparation of Annual Report and AGM.

Accountability

- Attend supervision sessions
- Adhere to Staff Protocol & Procedures (per Staff Handbook)
- Attend annual appraisal
- Be involved in Bureau Annual Review and Forward Planning
- Attend Annual General Meeting