* **Job Title:** Systems Support Officer (Administrative)
* **Responsible to:** Bureau Manager

# About the role

A Systems Support Officer offers vital administrative support to various departments of the bureau, including the money advice, welfare rights, general advice team as well as to the Bureau Manager and Board.

# Job description

**Key responsibilities**

* Assist Manager and/or other staff with clerical and administration systems
* Ensure all staff are using appropriate bureau systems and procedures
* Identify improvements in bureau systems
* Ensure all paperwork is completed on time
* Be available to record the minutes of Board of Directors meetings
* Keep all bureau records safe, confidential 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 and confidentiality
* Control all bureau correspondence procedures
* Undertake research work for the Manager and/or other staff as requested
* Operate and control the bureau petty cash system

The above job description is not exhaustive and is clarified to include broad duties inherent in the post as reasonable requested by the bureau manager.

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# Person specification

**Knowledge, skills and experience**

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| --- | --- | --- |
|  | **Essential** | **Desirable** |
| **Qualifications** | Relevant qualification and/or training  Good standard of general education | Generalist Adviser Certificate of Competence  Evidence of training/qualification: Money Advice/ Welfare Rights/ Housing |
| **Experience** | Experience of collection of statistical recording for evaluation/monitoring  Experience of minute taking | Experience of working with volunteers; in the voluntary sector as paid member or/and volunteer  Experience of reporting to funders |
| **Skills, Knowledge and Attributes** | Ability to communicate with a wide range of groups and individuals.  Ability to set up and use systems to collect, collate and share information about project achievements and outcomes.  Proven organisational and administrative skills  Ability to prioritise, complete deadlines and multi-task  Ability to manage your own workload and work on your own initiative  Ability to work as part of a team  Excellent verbal, written communication | Statistical recording for evaluation/monitoring.  Ability to establish good relationships with other agencies  Knowledge of local community resources  Ability to use IT in the provision of advice and the preparation of reports |
| **Values and Attitudes** | Understanding of and commitment to the aims and principles of the CAB service and its equal opportunities policies.  A willingness to learn and develop and reflect on practice.  Ability to monitor and maintain own standards. | Proven ability to work within a community development or volunteer setting  Commitment to equality of opportunity |
| **Other** | Ability to work in a flexible manner |  |

**Additional requirements**

* The post is subject to the receipt of a satisfactory Basic Disclosure Certificate
* The post is subject to the disclosure of criminal history information

Skye & Lochalsh CAB is committed to equal opportunities both in service provision and employment.

**Charity number:** SC022578

**Charity name:** Skye & Lochalsh Citizens Advice Bureau