

Inverness Badenoch and Strathspey
Citizens Advice Bureau



Job Title:	Receptionist
Location:	Inverness
Hours/Days per week:	Up to 21 hours per week
Salary:	£19, 234.00 to £19,870.29 pro rata per annum (depending on skills and experience)
Type of contract:	Permanent
Reports to:	Advice Session Coordinator
Closing Date:	13 October 2023 by 12pm noon
Interviews:	20 October 2023

About Us

Inverness, Badenoch and Strathspey CAB is an independent charity providing advice, information and support to people across our community. We are a friendly team of over 70 employees and volunteers working over 3 locations (Inverness, Raigmore and Aviemore) delivering a busy advice service to members of the public. We strive to deliver a good quality service that meets the needs of our clients in a non-judgemental and confidential manner.

The Role

This role is responsible for supporting the smooth running of our reception area and ensuring that clients who contact (by telephone, in person or email) the bureau receive excellent customer service which meets their individual needs.

We are interested to hear from good team players who have experience of working in a similar environment and are confident in dealing with clients who may be vulnerable or have multiple needs. The successful candidate will have a strong customer focus and treat everyone in a non-judgemental and respectful manner. The job holder will be supported through an initial training programme and encouraged to continually develop during their time with us.

Key Responsibilities:

- Dealing with incoming calls appropriately and demonstrating good customer service
- Welcoming clients and others to the bureau and directing them appropriately
- Signposting clients to other organisations that are more appropriate to advise and support the client
- Explaining CAB processes and timescales for dealing with enquiries
- Gathering personal information from clients and the initial details of their enquiry
- Organising receipt of client paperwork and making sure it is complete before forwarding to relevant Adviser
- Performing administrative duties such as filing, photocopying, scanning, and faxing etc
- Updating the case recording system (database) with client information
- Franking and organising mail
- Dealing with contractors and deliveries to the bureau
- Maintaining stocks of forms and printed materials
- Carrying out tasks as and when required using internal Bureau systems and Microsoft Office packages;
- Participating in training and development of skills and experience to be competent in role
- Supporting other teams in the bureau to ensure efficient and effective delivery of the CAB advice giving service
- Any other duties deemed appropriate to the role as and when required.

Knowledge, skills and experience

- Able to engage effectively and sensitively with a wide range of clients, including those who may be in a crisis situation
- Able to respond flexibly to changing demands and remain calm in what can be a busy environment
- Able to organise and prioritise own work
- Experience in a range of administrative tasks
- Good standard of written work to allow case records to be updated
- Willingness to learn and develop new knowledge and experience
- Experience of using a range of IT tools, including Microsoft Office applications, online applications, internet and email etc.
- Good team player and able to communicate effectively with colleagues and managers
- A commitment to the aims, principles and policies of CAB

Additional requirements

- The post is subject to a Basic Disclosure Check

How to apply

Application deadline: Friday 13th October 2023 by Noon
Interview date: Friday 20th October 2023

An Application Pack should be downloaded directly from a link on the advertising site.

For further information, please contact:

Business Support Administrator
Inverness Badenoch & Strathspey CAB
29-31 Union Street
Inverness
IV1 1QA

Please email applications to: admin@invernesscab.org