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# **CITIZENS ADVICE NORTH TYNESIDE**

**Job Description**

**ADMIN/ADVISER SUPPORT**

## Responsible to The Operations Manager

**Salary**  £16,835 + pension contribution

**Hours**  37 per week

**Role Purpose**

To provide Admin/Advice support to clients of North Tyneside Citizens Advice

To Provide Admin support to the generalist service and our other Projects, Money Advice project, Pension Wise Project and Debt management Unit pilot

**Admin/Advice Support**

* To provide a high-quality support service to Citizens Advice North Tyneside clients and its various projects including approved referral partners as required.
* To use the Bureau’s Case Management System and Electronic Diary and any other appropriate IT systems which may be introduced.
* Provide administration support to advisers within the Debt Management Service, Pension Wise Service and Money Advice Service using case management systems.
* Provide administration support to generalist and Projects within Citizens Advice North Tyneside.
* Answer freephone lines and respond as required.
* Send and respond to emails.
* Maintain case records, for the purpose, of continuity of casework, information retrieval, statistical monitoring and report preparation.
* To maintain a high standard of customer engagement.
* Ensure that all work conforms to the bureau's systems and procedures.
* Maintain and order stationery supplies
* Maintain statistics and collate and produce to a prescribed format
* Assist with Service initiatives for the improvement of processes.
* Keep up to date with policies and procedures relevant to bureau work and undertake appropriate training.
* Complete other relevant administrative and support duties as required to ensure the smooth running of the bureau and its projects.
* Carry out reception and admin duties including Money Advice Module on CASEBOOK and associated duties at other North Tyneside Offices as required.
* To work flexibly within a team environment.
* To facilitate appointments for Citizen’s Advice North Tyneside’s clients and its

 approved referral partners using the appropriate project criteria and appropriate

 appointment venue as required.

**Other duties and responsibilities**

* Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
* Ensure that work undertaken reflects and supports the Citizens Advice service’s equality and diversity strategy.
* To work positively with Partner organisation

**Performance Standards**

Performance standards will be continually assessed by the Line Manager who will be responsible for the team. You are responsible for meeting the performance standards set for this role. Any under- performance will be addressed and if appropriate, remedial support will be provided. If the required standard is still not achieved and failure to deliver continues, disciplinary action will be taken.

**Career development**

This is a developmental role offering training and experience which will lead to career development in our other roles within the bureau.

**Working conditions**

1. The post-holder will be directly responsible to the Advice Services Coordinator.
2. Work within a multi-site environment.
3. Operate within an Equal Opportunities Policy.

# **CITIZENS ADVICE NORTH TYNESIDE**

**Person Specification**

 **ADMIN/ADVISER SUPPORT**

1. Ability to provide administrative support and to maintain office systems
2. Good interpersonal skills, being approachable with the ability to engage effectively with staff and the clients.
3. Proven customer service skills over the telephone and face to face
4. Willingness to undertake and successfully complete the Citizen’s Advice Adviser Debt Learning Programme
5. Ability to commit to and work within the aims, principles and policies of the Citizens Advice service
6. Ability to implement administrative policies and procedures in a busy work environment and the ability to follow agreed procedures.
7. A good, up to date understanding of equality and diversity and its application to the provision of advice
8. A flexible and responsible approach to work and willingness to work as part of a team.
9. Ability to work on own initiative and be proactive in identifying and resolving problems and tasks.
10. Ability to manage time and prioritise work in an effective and productive way.
11. An ability to cope with the needs and challenges of vulnerable and/or difficult clients.
12. Ability to plan and organise own work to meet deadlines under pressure

1. Ability to use IT systems including Microsoft Office, word processing, spreadsheets, database, outlook and experience of case management systems.
2. Numeracy skills and the ability to work within established financial systems