**Vacancy for Trainee Adviser (Admin)**

Be part of a service that makes an impact. Citizens Advice North Tyneside are recruiting for Trainee Adviser (Admin). We are a respected independent charity which makes a difference to people’s lives.

**Benefits**

* Salary of £18,360.00 per annum, pro rata
* Work place pension scheme
* 24 days paid holiday per year, plus bank holidays, pro rata
* Gives skills through full training
* Work that makes a positive impact
* Town centre location with good transport links
* Positive working environment

**Career development**

This is a developmental role offering training and experience which may lead to career development in our other roles within North Tyneside Citizens Advice.

**Day to Day**

* Provide administrative and support duties as required to ensure the smooth running of North Tyneside Citizens Advice and its specialist projects.
* Telephone work with new and existing clients
* Using electronic calendar to make appointments
* Reception Duties on our face to face advice sessions
* Maintain accurate case records, for the purpose of continuity of case work, information retrieval & statistical monitoring

**Requirements**

* Can work in a fast-paced environment
* Customer service experience
* Has a willingness to embrace change as this part of our service is constantly being reviewed to ensure efficiency and effectiveness
* Has the ability to work positively with partners and teams across the service
* Demonstrates ability to use initiative and problem-solving skills.
* When trained will be able to work with limited supervision
* Has a flexible disposition and a “can to do” attitude
* Has good IT skills
* Be a team player

Full technical training will be provided. You will need a good working knowledge of MS Outlook, Word and Excel, strong customer service skills are essential.

We value diversity, promote equality and challenge discrimination. We encourage and welcome applications from suitably skilled candidates from all backgrounds. To apply download an application form from the website. Send competed application to chair@ntcab.org.uk Please note we do not accept CV’s.

When you apply, we collect your personal information through your application form, interview or references so we can process your application.

Please click <https://www.ntcab.org.uk/privacy-policy/>to read our full privacy policy and to better understand why we ask for certain information, how we use it and how we store it.

**Closing Date: Friday, 22 January 2020 12pm**

**Interviews: Week Commencing 25th January 2020**