

Administration Officer

November 2022

Job pack

Thank you for your interest in working at Citizens Advice Sherwood & Newark. This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice.

In this pack you'll find:

- Our values
- 3 things you should know about us
- Overview of Citizens Advice and Citizens Advice Sherwood & Newark
- The job description and personal specification
- Terms and conditions
- What we give our staff
- Equity and diversity
- How to apply, the application process and guidance notes

Want to chat about this role?

If you want to chat about the role further, you can contact Jackie Insley by emailing jackieinsley@sn-ca.org.uk or calling **01623 861769**

Our values

We're inventive. We're not afraid of trying new things and learning by getting things wrong. We question every idea to make it better and we change when things aren't working.

We're generous. We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

We're responsible. We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.

3 things you should know about us

1. We're local and we're national. We have 4 national offices and offer direct support to people in around 250 independent local Citizens Advice services across England and Wales.

2. We're here for everyone. Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

3. We're listened to - and we make a difference. Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

Overview of Citizens Advice

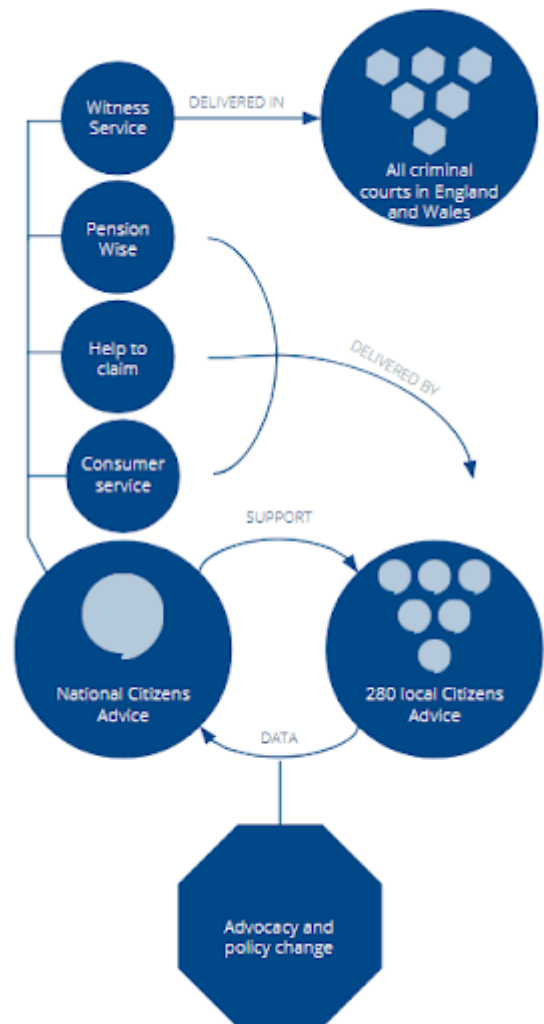
The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 250 local Citizens Advice members delivering services from

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons

They do this with:

- 6,500 local staff
- over 23,000 trained volunteers

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30 minute drive of where they live.



How Citizens Advice Sherwood & Newark works

Citizens Advice Sherwood & Newark is an independent registered charity serving our local area. We provide advice services in person from our offices in Ollerton and Newark and from an outreach in Collingham as well as over the phone, by web chat and email.

Every year thousands of people come to us for free, independent, confidential, and impartial advice and information. We're here for everyone and help with problems like managing debt or household bills, understanding rights at work, housing issues, claiming benefits, employment law and much more.

Our service makes a real contribution to the most deprived individuals and communities and we make a real difference to people's lives. We support local economies by maximising people's income and increasing the circulation of money in the local area by helping people claim benefits they are entitled to.

Through our daily interaction with clients, we have a credible understanding of local needs. We use our data and insight to tailor our services, as well as help improve policies and practices locally. We employ specialists in the fields of money advice, housing and welfare benefits who work in the local community supported by our volunteer advisors.

We work in partnership with local service providers in the voluntary and statutory sectors and provide outreach advice services within the community targeting our service towards people most likely to be socially excluded.

Our Trustee Boards are responsible for setting the strategy and budget for the organisation. The day to day responsibility for the running of the organisations is with the Chief Officer together with a management team.

This is an opportunity to join a successful, forward thinking local charity and be part of a professional team of both staff and volunteers.

The Role

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|--------------------------------|---|
| Job Title: | Administration Officer |
| Reporting to: | Operations Manager |
| Hours: | 30 |
| Contract: | Permanent |
| Location: | Ollerton & Newark Office |
| Role purpose: | To offer administrative and office support to our clients, staff and volunteers. You will be a competent administrator who is able to work independently to help ensure the smooth running of our service, both remotely and in the offices. This is a busy and varied role. |
| Context of role: | You will be a member of Citizens Advice Sherwood & Newark Admin & staff team. As such you will be required to work from any Citizens Advice outlet and report to your line manager who will usually be the Operations Manager. |
| DBS check: | This role does not require a DBS check |
| Key accountabilities | Key elements/Tasks |
| Administration & IT | <ul style="list-style-type: none"> • Create and maintain filing systems in accordance with the organisations systems and procedures. • Assist with the maintenance of Office information systems. • Display and maintain stock of leaflets and posters throughout the organisation • Record and maintain client records and case information in line with data protection legislation, Citizens Advice policy and procedures and our quality standard mark • Support the generalist; management and specialist casework teams with admin function • Identify & Order Stationary when required • Replenish housekeeping stocks (Tea,Coffee, Cleaning items etc.) • Adhere to Data Protection policies • Digital Awareness |

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| Statistics & Reports | <ul style="list-style-type: none"> • Use IT for statistical recording, record keeping and document production and provide regular reports of the work undertaken or needed. • Input and maintain detailed spreadsheets for funders. • Produce information from spreadsheets and databases as required. |
| Correspondence | <ul style="list-style-type: none"> • Use of photocopiers, other machines as appropriate. • Answer the telephone, refer calls or take messages. • Manage multiple email accounts and forward to relevant teams. • Maintain and organise electronic diary and work records. • Word process letters, documents and reports as required • Produce clear and concise reports and applications |
| Finance | <ul style="list-style-type: none"> • Monthly office accounts using Quickbooks accounts software • Processing invoices for BACS payments • Process staff and volunteer expenses • Make payments from petty cash within predetermined limits. • Reconcile petty cash and prepare statements. • Replenishment of Stamps |
| Meetings | <ul style="list-style-type: none"> • Arrange meetings; including AGM; management team meetings, staff meetings and meetings of the organisation's trustees' board, circulate papers agendas and minutes • Attend and take notes of meetings (some Trustee Board meetings are held out of normal office hours - time off in lieu procedure will apply) |
| Reception | <ul style="list-style-type: none"> • Receive clients and other visitors, record arrival times and time spent with advisers. • Keep clients informed of approximate waiting times and provide information to clients on the service. |
| Recruitment and Training | <ul style="list-style-type: none"> • Provide admin support for the selection, induction, training and day to day support of volunteers / paid staff working in the organisation as required |
| Professional development | <ul style="list-style-type: none"> • To attend training and development courses as required and as agreed with the line manager • Keep up to date with policies and procedures relevant to the service and undertake appropriate training |
| Other duties and responsibilities | <ul style="list-style-type: none"> • Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the whole service. • Demonstrate commitment to the aims and principles of the Citizens Advice service. Abide by safety, health and environment guidelines and share responsibility for your own safety and that of colleagues. |



Person Specification

| | Criteria | Essential | Desirable | Demonstrable through application/ interview/Test |
|---|--|------------------|------------------|---|
| 1 | One year's recent experience of office administration | ✓ | | |
| 2 | Good current knowledge of Microsoft Office packages and Google Cloud based systems (Workspace) | ✓ | | |
| 3 | One year's experience of basic bookkeeping and managing invoices. | ✓ | | |
| 4 | Ability to communicate effectively and accurately in writing, face to face and on the phone | ✓ | | |
| 5 | Excellent interpersonal skills with the ability to communicate with people at all levels | ✓ | | |
| 6 | Excellent organisational skills with the ability to manage a varied workload, prioritise and meet deadlines under pressure | ✓ | | |
| 7 | Ability to create and maintain efficient administration systems and records, with | ✓ | | |

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| | attention to detail including Health & Safety | | | |
| 8 | Able to work effectively as part of a team with the self motivation to work independently | ✓ | | |
| 9 | Ability to take a brief, ensure the task is understood and then work independently. | ✓ | | |
| 10 | Ability to research, analyse and interpret information | ✓ | | |
| 11 | A good up to date understanding of equality and diversity and its application to the provision of advice | | ✓ | |
| 12 | Commitment to the aims, principles and policies of Citizens Advice | ✓ | | |

Terms and conditions

Contract – This is a permanent position

Salary – The salary for this post is **Salary: £21,189 - £23,194 pro rata (depending on experience) per annum (plus 6% pension contribution)** Salary is paid monthly by bank transfer on the 21st of the month

Pension - On appointment the post holder will be automatically enrolled into the workplace pension scheme.

Location - The role will be based at our Ollerton office with occasional travel to the Newark Office.

Probation - There is a period of 6 months for all new entrants. Subject to satisfactory performance the post holder will have their contract status confirmed at the end of their probationary period.

Annual leave - 33 days per year including bank holidays (pro rata)

Any offer of employment is subject to

- satisfactory demonstration of the right to work in the UK
- receipt of two satisfactory references

What we give our staff

When you join our team you will be given an induction to the organisation and your new role. This will include some mandatory training modules, reading policies and getting to know the people you will be working with. All roles will be provided with a training plan to follow and further training and development opportunities. You will have a named line manager who will support you through supervision, team meetings and annual reviews.

Equity and Diversity

Citizens Advice Sherwood & Newark values diversity, promotes equity and challenges discrimination.

We encourage and welcome applications from suitably skilled people of all backgrounds and are a Disability Confident committed employer.

Monitoring recruitment and selection procedures is one way of helping us to ensure that there is no unfair discrimination in the way that we recruit people and we are operating a fair and equitable procedure. To do this we need to know about the diversity profile of people who apply for posts at Citizens Advice Sherwood & Newark. We ask for this information in order to monitor recruitment profiles to identify under-represented groups, identify trends over time, improve recruitment and retention processes, inform the service-wide EDI strategy and report to funders.

This information is given in confidence for monitoring purposes only and is not seen by anyone responsible for making recruitment decisions. We do not ask for your name on the form so only anonymous data is collected and shared for the purposes outlined above.

We will keep this information securely and destroy it after 12 months.

However, if you would prefer not to answer any of the questions we ask, please Select prefer not to say for that question on the Diversity monitoring form.

[Diversity monitoring form](#)

How to apply, the application process and guidance notes

Application Form

Please complete your application and return it by email (as a Word document if possible) to Jackieinsley@sn-ca.org.uk no later than the closing date.

CVs will not be accepted as a substitute for the application form.

If you are unable to make an electronic application, please contact [Jackie Insley](#)

The closing date for completed applications is **Tuesday 10th January 2023 at 12pm** (please note, job may be closed early if enough suitable applicants have applied)

You will be notified if you have been shortlisted for interview by the **Wednesday 11th January 2023**

Interviews will be held on - to be confirmed

Disability

Please let us know if you require any adjustments to be made to the application process or would like to provide any information you wish us to take into account when we are considering your application. If you are selected for an interview, we will ask you to let us know if you have any access needs or may require reasonable adjustments to the interview or assessment (if applicable) at that stage. Please be assured that we will be supportive in discussing reasonable adjustments with you at any stage of the recruitment and selection process.

Entitlement to work in the UK

A job offer will be subject to confirmation that you are permitted to work in the UK in accordance with the provisions of the Asylum and Immigration Act 1996. You will be asked to provide evidence of your entitlement to work in the UK if you are successful and an offer of employment is made.

Please note that Citizens Advice Sherwood & Newark does not hold a sponsor licence and, therefore, cannot issue certificates of sponsorship under the points-based system.

The application form plays a key part in our recruitment and selection process. We use the information you provide about your skills, experience, career and education history to decide whether or not to invite you for an interview. It is important that you complete the application form as fully and accurately as possible, ensuring that you give specific examples which demonstrate how you meet the essential and desirable criteria for the role for which you are applying.

Information, experience, knowledge, skills and abilities

This is a key section of the application process which allows you to provide evidence of your experience, knowledge, skills and abilities that are relevant to the role as described in the role profile. Selection is based on an assessment of the evidence you provide against the requirements of the role as set out in the person specification. It is important that you tailor your response to clearly demonstrate how you meet each requirement. No assumptions will be made about your achievements and abilities.

Please provide one example for each requirement. You should choose examples of past experience that clearly demonstrate what we are looking for, and be precise about what you did, how you did it and the outcome or result of your actions. Please try to limit your response to each criterion to a maximum of 200 words.

A useful guide might be S.T.A.R:

Specific – give a specific example

Task – briefly describe the task/objective/problem

Action – tell us what you did

Results – describe what results were achieved

Please provide recent work examples wherever possible. However, do remember that relevant examples from other aspects of your life, for example: voluntary or unpaid work, school or college work, family or home responsibilities, can also be given.

Shortlisting outcomes

Shortlisted applicants will be invited for an interview. Some positions may require additional assessments (practical task/test or assessment). If this is the case, further details will be provided if you are shortlisted.

References

All job offers are subject to the receipt of two satisfactory references: One should be from your current or most recent employer or line manager (if you are employed through an agency), or your course tutor if you have just left full time education. The other should be someone who knows you in a work related, voluntary or academic capacity. Both referees should be able to comment on your suitability for the role. References will only be taken up for successful candidates following the interview.

Criminal convictions

Anyone who applies to work within Citizens Advice Sherwood & Newark will be asked to disclose details of unspent convictions during the recruitment process. Having a criminal record will not necessarily bar you from working for Citizens Advice Sherwood & Newark – much will depend on the type of job you have applied for and the background and circumstances of your offence. However, we are not able to employ anyone with a conviction for a sexual offence against a child or vulnerable adult, regardless of when the offence took place. All other convictions will be considered on an individual basis. We have an Ex-offenders policy that provides more details if required.

Criminal Records Bureau Disclosures are only requested where proportionate and relevant to the post concerned. If a DBS check is required for a role this information can be found in the role profile.