

# Administrator



## Job pack (January 2021)

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

In this pack you'll find:

- Our values
- Three things you should know about us
- Overview of Citizens Advice and Citizens Advice Richmond
- The role profile and personal specification
- Summary terms and conditions



## Citizens Advice values

**We're inventive.** We're not afraid of trying new things and learn 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 the Citizens Advice service

**1. We're local and we're national.** There are six national offices that offer direct support to people in 280 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 the Citizens Advice service

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of 280 local Citizens Advice members.

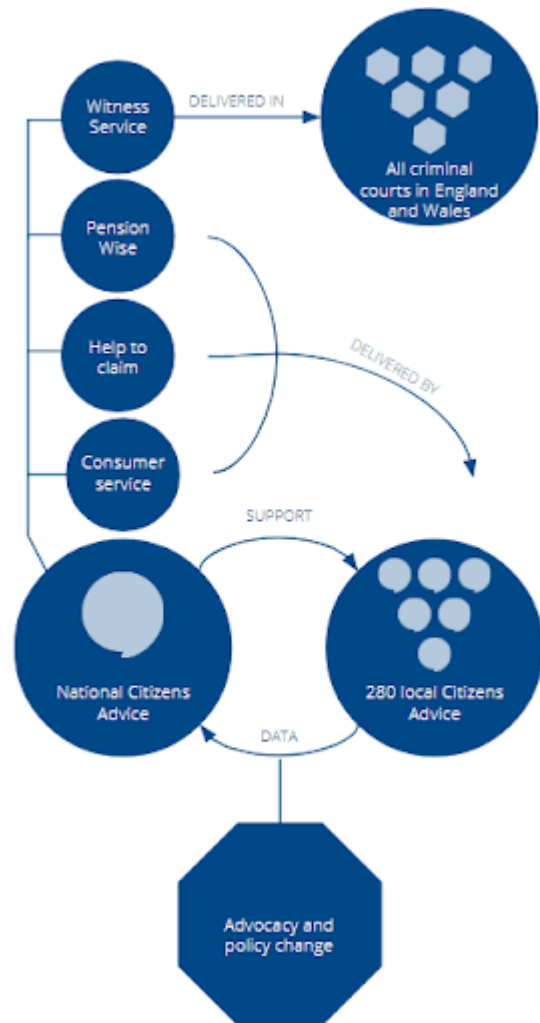
This role sits within our network of independent charities, delivering services from

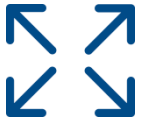
- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons

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.





## About Citizens Advice Richmond

Citizens Advice Richmond is an independent local charity providing information and advice to anyone who lives, works or studies in Richmond borough. Our service is free, confidential and impartial. We aim to empower people to resolve their problems and change their lives for the better.

We offer information and generalist advice on any issue and specialist debt advice through Capitalise, the London debt advice partnership. We also offer specialist legal and financial advice delivered by professionals acting on a pro bono basis.

At the moment, all our services are only available by phone, email and by referral from other organisations. Prior to the Covid-19 pandemic, we maintained four main offices and four outreach venues across the borough.

We have 17 paid staff, though we use volunteers to deliver most of our advice services and for a variety of support roles.

As well as giving advice we aim to prevent the problems that affect people's lives:

- Influence – we collect evidence of practices and policies that cause the issues we help with; our knowledge of clients' problems and circumstances enable us to campaign for change to get a fairer deal for everyone
- Money education – we offer courses, workshops and one-to-one help to empower people to avoid debt and increase confidence about personal finances, working with local organisations, schools and community centres.

The Covid-19 pandemic has caused an increase in demand for our services and we are now helping more people, deal with more advice issues, than ever before.



## The role

### Role purpose

To provide an efficient administration service to support our staff and volunteers to run the organisation and to deliver advice services to the local community.



## Role profile

### Administration

- Create and maintain filing systems in accordance with the organisation's systems and procedures
- Maintain all staff and volunteer personnel records, including training records, in electronic and paper format
- Help create and distribute promotional material
- Update reference materials
- Display and maintain stock of leaflets and posters throughout the organisation as well as stationery supplies.

### Recruitment and training

- Assist the Training Supervisor and Client Services Manager to plan volunteer recruitment
- Organise interviews and tests for candidates and keep all records
- Obtain references for successful candidates
- Train new admin volunteers
- Carry out office induction for new employees and volunteers

### Correspondence

- Use of photocopier, fax and other machines as appropriate.
- Answer the telephone, refer calls or take messages.
- Maintain and organise diary's and work records.
- Produce information from spreadsheets and database.
- Word process letters, documents and reports as required.

### Meetings and events

- Arrange internal and external meetings and events
- Book meeting rooms and arrange refreshments as necessary
- Circulate meeting papers, attend and take notes of the meeting
- Help promote events and organise bookings.

### Reception

- Receive and welcome non-client visitors
- Cover client receptions duties as necessary.



## Person specification

### Essential Criteria

- Ability to write clearly and accurately, communicate effectively face to face and on the phone.
- Ability to systematically manage a varied workload, prioritise and meet deadlines under pressure.
- Ability to maintain efficient administration systems with attention to detail and demonstrable ability to maintain accurate, up to date records
- Numeracy skills and the ability to work within established financial systems.
- Ability to take a brief, ensure the task is understood and then work independently.



## Summary terms and conditions

Location: Richmond (SW London); the post will be based at our Hampton Hill office, though there will be some home working and you may be required to occasionally visit and work at our other offices in Richmond borough, when these re-open.

Salary: £13,161 pa, plus 5% employer pension contribution

Hours: 21 per week (flexible days)

Contract: fixed term for 6 months (may be extended)

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*Citizens Advice Richmond is the operating name of Richmond Citizens Advice Bureaux Service. Charity registration number: 1085878; a company limited by guarantee, registered in England and Wales, registered number: 04140012. Registered office: 94-102 High Street, Hampton Hill, Hampton TW12 1NY.*