



Operations Administrator

Responsible to: Service Manager

Salary Band: Scale 3

PURPOSE OF THE JOB

- To provide efficient administrative support to the front-line delivery teams ensuring the full effective functioning of our operations and ICT systems
- To undertake reception duties, including supervision of volunteers on reception, in line with Citizens Advice Westminster systems and procedures

JOB DESCRIPTION

1. Administration and Administrative Support

- 1.1 Carry out reception duties receiving all visitors, contractors and clients in an approachable and polite manner
- 1.2 Maintain and develop administrative systems and procedures
- 1.3 Answer the telephone and deal with enquiries from the public in a professional manner
- 1.4 Deal with post in accordance with organisational procedures
- 1.5 Maintain and develop filing systems to ensure effective access and retrieval of files, archiving when necessary
- 1.6 Maintain and update the information systems, ordering stock supplies and equipment
- 1.7 Word processing of letters, memos, minutes of meetings, reports and other documents
- 1.8 Provide administrative support to manage the recruitment, induction and training of volunteers
- 1.9 Induct new staff and volunteers in the administrative systems of the organisation
- 1.10 Conduct Health & Safety audits and risk assessments at outreach venues as required
- 1.11 Manage the petty cash system, paying expenses to staff and volunteers in line with organisational procedures
- 1.12 Ensure the office premises, equipment and supplies are well maintained
- 1.13 Ensure all work conforms to the organisation's systems and procedures.

2. Computer Administration

- 2.1 Proficiency in the use of Microsoft Office suite of packages, (particularly Word, Outlook, PowerPoint and Excel) and also Google apps
- 2.2 Manage the storage of data on laptops and other mobile devices
- 2.3 Ensure the network is functioning properly, taking any appropriate action, and keeping the Central Services Administrator informed of any problems
- 2.4 Ensure the organisation complies with the General Data Protection Regulations and that staff, volunteers and trustees undertake the required training
- 2.5 Ensure all work conforms to the organisation's systems and procedures.

3. Research and Campaigns

- 3.1 Assist with research and campaigns work by providing administrative support for the effective retrieval and collation of client information to support campaigns.

4. Confidentiality and Data Handling

- 4.1 Ensure information assurance training is undertaken on an annual basis and that all sensitive data is adequately protected and handled in accordance with the organisation's confidentiality systems and procedures; and in line with data protection regulations.

5. Working with Others

- 5.1 Develop and maintain good working relationships with the team, sharing information and making a positive contribution
- 5.2 Develop and maintain good working relationships with other statutory and voluntary service providers and other external stakeholders, relevant to the project beneficiary group.

6. Public Relations and Liaison

- 6.1 Promote the work of Citizens Advice Westminster both locally and nationally, as required
- 6.2 Represent the organisation and attend relevant internal and external meetings, as required by the line manager.

7. Professional Development

- 7.1 Keep informed of new and changing legislation relevant to the post, and of local issues and policies
- 7.2 Read the regular Citizens Advice circulars and information items on the Citizens Advice website
- 7.3 Attend regular training to develop knowledge, skills and expertise
- 7.4 Use computers in areas relevant to the post. The postholder must be willing to undergo training in the use and application of information technology as needed to carry out relevant tasks to this post
- 7.5 Be able to identify own training needs through feedback and self-assessment, and discuss same with line manager, taking responsibility for own development
- 7.6 Attend and contribute to support and supervision and appraisal meetings with the line manager, to further own development.

8. Policies of the Citizens Advice service

- 8.1 Understand, and be committed to, the aims, principles and policies of the Citizens Advice service and Citizens Advice Westminster
- 8.2 Have due regard for the aims, principles and policies of the Citizens Advice service; positively promote the same, protecting the integrity and reputation of the service in the planning and execution of your duties.

9. Other Responsibilities

- 9.1 Willingness to work in a way that contributes to a positive working environment for all staff and volunteers
 - 9.2 Willingness to take a flexible and adaptable approach to service delivery, including working outside of normal office hours on occasion with prior notification. The staff TOIL policy will apply.
 - 9.3 Willingness to work at any premises of Citizens Advice Westminster or outreach venue as required; ensuring effective service delivery
 - 9.4 Willingness to abide by the Health and Safety guidelines of the organisation, having due regard for your own health and safety, and the health and safety of others
 - 9.5 Willingness to carry out any other related tasks as required by your line manager which are compatible with the functions of the post.
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PERSON SPECIFICATION

Requirement	Essential or Desirable	Tested (Assessment Interview, Probation)
Experience:		
1. A minimum of 2 years' (full-time equivalent) experience of providing administrative support in a busy office setting, supporting a number of different teams	E	A, I, P
2. Experience of undertaking reception duties or customer service activities	E	A, I, P
Knowledge and Understanding:		
3. Good working knowledge of ICT packages, in particular Microsoft Word, Excel, Outlook, and Internet browsers, with the ability to troubleshoot problems and support people with their ICT skills	E	A, I, P
4. An understanding of the need to monitor the experience of clients and the difference our advice makes, in order to support effective policy and campaigns activities and the securing of further funding	E	A, I, P
5. A clear understanding of, and commitment to, Citizens Advice service's aims, policies and principles	E	A, I, P
6. A clear understanding of, and commitment to, the Citizens Advice Equality & Diversity policies, and the ability to incorporate these into all aspects of your work	E	A, I, P
Skills and Abilities:		
7. Good interpersonal skills and the ability to relate to a wide cross section of people, including the ability to deal appropriately with a range of people both face-to-face and on the telephone, respecting views, values and cultures that may be different from your own	E	I, P
8. Excellent verbal and written communication skills with the ability to communicate in a clear and concise way, including good grammar and spelling	E	A, I, P
9. Numeracy skills to the level required to manage petty cash systems, understand statistics and percentages, and check calculations	E	A, I, P
10. Proficient in using digital tools, producing information from spreadsheets and databases	E	A, I, P
11. An ability to set up, maintain and develop administrative office systems	E	A, I, P
12. Excellent written and design skills to produce correspondence, reports, minutes and publicity materials	E	A, I, P

13. An ability to monitor and record data, including taking minutes of meetings	E	A, I, P
14. An ability to maintain office supplies, equipment and facilities	E	A, I, P
15. An ability to plan and organise one's own work to meet deadlines, particularly when working under pressure, all the while continuing to maintain standards	E	I, P
16. An ability to work on one's own initiative with minimal supervision, using discretion and preserving confidentiality	E	I, P
17. An ability to deal with potentially difficult clients in stressful situations, whilst maintaining a professional approach	E	A, I, P
Qualifications / Education / Training:		
18. NVQ Level 2 Diploma in Business Administration or other equivalent qualification or training	D	A, I, P

Personal Attributes:		
A positive and adaptable approach to a changing environment.	E	I, P
A flexible approach to service delivery, including a willingness to work outside normal office hours if required.	E	I, P
Willingness to work well within a team, sharing information and contributing positively to the work environment, whilst being able to challenge sensitively and receive constructive feedback	E	I, P
Self-motivated with an ability to work on one's own initiative	E	I, P
Willingness to challenge oneself; identifying one's own learning and development and taking responsibility for identifying own training needs.	E	I, P
A proactive approach to personal development, with a willingness to undertake independent study/training/learning	E	I, P