

Information/Administration Assistant **Role Description**



NB. Please read these BEFORE completing the application form

What skills and qualities do Information/Administration Assistants need?

Skills

- Excellent communication skills including being able to communicate effectively in writing, in person and over the telephone
- Ability to sift through information and extract what is relevant
- Basic numeracy skills and high level of literacy and communication skills
- Able to use IT, including MS Office applications (word, excel, and Internet)
- Able to work as part of a team
- Able to manage time effectively
- Able to research, analyse and explain complex information

Qualities

- Confident in dealing with people both in groups and individually
- A positive attitude to self-development and assessment including a willingness to develop, learn new skills and embrace change
- Friendly and approachable
- Remaining calm in stressful situations
- Sensitive to the needs of others
- Open minded and non-judgemental
- Respect for views, values and cultures that are different to their own
- Punctuality and regular attendance
- Flexibility about travelling to outreach locations and attend meetings

You must be willing to develop a clear understanding of, and commitment to, Citizens Advice policies on Equality and Diversity; incorporating this into all aspects of the work.

What do Information/Administration Assistants do?

• Purpose of the role

- To play a key role in helping clients to find the information that they need.
- To support the front-line staff teams by conducting administrative tasks.

- **Giving information**

Receptionists/Administration Assistants have access to a comprehensive information system, factsheets and leaflets to help clients. A supervisor is on hand to help out with difficult problems.

- **Signposting/Referral**

Receptionists/Administration Assistants signpost clients appropriately (both internally and externally) to suit the client's needs following agreed protocols, including, informing clients of what they can expect.

- **Case recording**

It is very important that all clients' cases are recorded so that the bureau can offer an efficient service if the client comes back or the case gets more complex. Your supervisor will show you how the case recording is done in the bureau.

- **Preventing problems**

Bureaux collect a lot of information on the different problems that clients have. This information is used to influence government policy or a company practice. This is known as Social Policy work.

- **Administration**

The nine administrative roles identified in bureaux are:

1. Word processing, photocopying and filing.
2. Receiving and sending telephone calls, faxes, mail and electronic mail.
3. Producing information from spread sheets and databases.
5. Maintaining and developing administrative systems.
6. Stock control of leaflets and materials.
7. Updating information.
8. Helping to arrange events.
9. Taking notes and minutes at meetings.

What support and training do I get?

All CAB Information/Administration Assistants complete a comprehensive training Programme. This can last for 3 months depending upon the amount of time you can give. The programme includes:

- training packs and observation on the reception/information giving process
- working on reception and giving information to clients with close support and supervision.

What we want from Receptionists/Administration Assistants

- **Impartiality**

Whatever your views are, you will be expected to advise all kinds of clients on any kind of problem they have. You will need to be prepared to examine your own views and feelings to make sure that you are able to give an equally good service to everyone.

- **Equal opportunities**

All financial capability volunteers are expected to carry out the CAB's policy of equal opportunities. This means actively opposing all forms of discrimination and ensuring that the service is equally available to all people.

- **Confidentiality**

Everything that you see and hear in the bureau is private. Every volunteer must sign an agreement to observe a strict rule of confidentiality before they start volunteering.

- **A commitment to training**

A willingness to learn and develop is central to being an effective information/administration volunteer. Learning to be a information/administration volunteer involves a commitment to training and learning. All volunteers periodically assess and are assessed on how they are performing via a set of competences specifically adapted for the role of adviser. This helps identify training and development needs.

Things are always changing and you will need to spend some time reading in order to keep yourself up to date. All kinds of training courses, sessions and self-study material are available for volunteers to develop their skills and knowledge.

- **Team meetings**

As part of your continuing development it is a priority to attend the bureau staff meetings. They provide a forum for training, case discussion, explanation of policy and practice, and mutual support.

- **Time**

To run an effective service we generally need advisers to volunteer in the bureau a minimum of 1 day per week.

Do you get expenses?

It is CAB policy that bureau volunteers should get out-of-pocket expenses. You should talk to the Training and Quality Supervisor about the arrangements.

What happens after you have filled in the application form?

Return the form to the Training and Quality Supervisor, who will explain how the selection procedure works.

Note: To ensure the safety of our clients, the Citizens Advice service requires that all volunteers who have direct access to clients, where any part of the work is primarily targeted at legally defined vulnerable adults or children, to have their criminal records checked. However, the Citizens Advice service is committed to the promotion and delivery of equal opportunities to volunteers and so has a policy to ensure ex-offenders are not discriminated against.

Please keep these notes