



**Job description**

|  |  |
| --- | --- |
| **Job title:**  | Office Administrator (Kickstart)  |
| **Hours:** | 25 per week (Monday – Friday) |
| **Salary:**  | National minimum wage |
| **Reporting to:**  | Management Team |

This is an opportunity to:

* build IT, teamworking and communication skills
* increase your employability
* work with a range of different people and teams across the organisation, independently and in a team.

After completing an introduction to Citizens Advice and training specific for your role, you will:

* work closely with the Chief Officer and other members of the management team to provide general office administration support
* assist with research into local issues, analyse data and identify trends
* assist with the creation of documents illustrating procedures for different projects/processes
* contact clients via various means (telephone/email) for feedback purposes.
* maintain and manage appointment system and service diaries.

Other duties and responsibilities:

* uphold the aims and principles of the Citizens Advice service and its equal opportunities policy.
* abide by health and safety guidelines and share responsibility for **own safety and that of colleagues.**
* carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.

Key skills, experience and qualifications:

* Be open and approachable
* Be non-judgmental and respect views, values and cultures that are different to your own
* Have good listening skills
* Have excellent verbal and written communication skills
* Have good IT skills (preferably MS Office)
* Be able to research and understand information and explain it to others
* Be willing to learn about and follow the Citizens Advice aims, principles and policies, including confidentiality and data protection
* Be willing to undertake training in your role, including self-study.