**Inverness Badenoch and Strathspey**

**Citizens Advice Bureau**

**Business Support Administrator**

# SUMMARY

Job Title: Business Support Administrator

Location: Inverness Badenoch and Strathspey Citizens Advice Bureau

Reporting to: Business Development Manager

Salary: Salary IBS point 3 £18,018 per annum (pro-rata)

Hours: 14 Hours per week (Monday to Thursday)

Type o Start Date: 1st April 2021

Closing Date: **Thursday 4th March 2021 by 12 Noon.**

Interview Date: Friday 12th March

How to apply: via Application Form in the Application Pack

**Role Context and Purpose**

The successful candidate will join our Equality and Employment Rights and Business Development Team. Reporting to the Business Development Manager the post holder will provide practical administration and business support in regards to case management and strategic administration task(s) in key areas.

**Duties**

* To support and organise internal and external events, including team meetings, training, stakeholder meetings and prepare agendas and papers and minute meetings.
* To provide efficient administrative support, including managing and facilitating contacts and ensuring regular administrative tasks are completed timeously, to ensure maximum operational efficiency is achieved.
* To record, maintain, extract, organise and collate any project, funding, audit, case management or statistical information as required.
* To manage communications to and from stakeholders.
* Keep all records safe, confidential and accessible for future retrieval.
* Develop the quality of the office systems and procedures in use.
* Undertake any further strategic administrative work as requested.

**Essential Criteria**

* Effective oral and written communication skills with particular emphasis on writing letters, e-mails, reports, form filling and other correspondence.
* Excellent interpersonal skills.
* IT proficient in the use of MS office including outlook, word, powerpoint and a willingness to learn new systems.
* An ordered approach to work and an ability to follow up and develop and improve standards and procedures.
* Experience of working successfully in a busy office environment.
* Experience of electronic case management and filing systems.
* Ability to work well under pressure.
* Numerate to the level required in the tasks.
* Ability to organise and prioritise work.
* Ability to give and receive feedback objectively and appropriately and a willingness to challenge constructively.
* Able to work as part of an effective team.
* Ability to monitor and maintain own standards.
* Understanding of and commitment to the aims and principles of the CAB service and its equal opportunities policies.
* A ‘can do’ attitude and a willingness to work hard in order to achieve the best outcomes for clients and stakeholders.
* Responsible, reliable and careful approach to all aspects of work.
* Ability to work on own initiative with minimal supervision when appropriate.
* Ability to problem solve and identify appropriate and effective solutions.
* Able to become a key integral member of the existing team.
* A commitment to continuous professional development.
* Flexible to meet the needs of the service.
* Ability to build strong and effective working relationships successfully with a range of stakeholders.

**Desirable Criteria**

* Experience of working in an administrative or business support role.
* Understanding or experience of the voluntary sector in Scotland.
* Experience of successfully working to deadlines, meeting project targets or achieving key performance indicators.

**Please Note:**

The above list is not exhaustive and the successful candidate will be required to carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of services.

If you have any further queries please e-mail:

[admin@invernesscab.casonline.org.uk](mailto:admin@invernesscab.casonline.org.uk) before the closing date/time.