

Falkirk Area Welfare Benefits Advice Support Unit

Job Description

**Employer:** Falkirk CAB

**Job Title:** Administration Officer

**Responsible to:** Project Manager

**Grade**  General Grade 2 - £15,132 per annum

**Main Purpose:** To assist the Project Manager in the day to day running of the Project

 Operation of the project office systems and procedures

 To provide an efficient and effective support service to project staff

# Key Responsibilities

* Assist the Project Manager and/or other staff to develop clerical and administration systems
* Ensure all staff are using appropriate Falkirk CAB/project systems and procedures
* Ensure all paperwork is completed on time
* Be available to record the minutes of steering group and team meetings
* Keep all records safe, confidential and accessible for future retrieval
* Provide training in use of office systems to project staff
* Develop and monitor the quality of the office systems and procedures in use
* Provide administrative assistance in staff recruitment and training programmes
* Provide administrative support relating to the bureau’s IT strategy
* Process client case records, and ensure continuity and confidentiality
* Control all project correspondence procedures
* Undertake research work for the Project Manager and/or other staff as requested
* Financial processing e.g. invoices, project petty cash system
* Undertake any other reasonable duties as requested by the Project Manager

# Accountability

* The postholder will be accountable for the provision of an effective and efficient support service to colleagues

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* Ensuring client confidentiality. Accurate record keeping will be required

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* Provide written reports to monthly supervision sessions
* Attend annual appraisal



**ADMINISTRATION OFFICER – PERSON SPECIFICATION**

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| **ADMINISTRATION ASSISTANT** | **COMPETENCIES**  |
| QUALIFICATIONS | * Good standard of general education.
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| EXPERIENCE | * Work experience in using and monitoring office systems and procedures
* Working as part of a team
* Experienced computer user.
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| SKILLS AND ATTRIBUTES | * Able to communicate ideas in writing and orally
* Ability to use initiative
* Attentive to accuracy
* Ability to write routine letters
* Ability to administer financial processing e.g. invoicing, petty cash
* Ability to research client records and documents.
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| VALUES AND ATTITUDES | * Commitment to team working
* Commitment to equal opportunities policies
* Commitment to aims and principles of Falkirk CAB.
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| KNOWLEDGE | * Use of relevant software including word processing, spreadsheet and databases.
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