**DENNY AND DUNIPACE CITIZENS ADVICE BUREAU**

 **ADMINISTRATIVE MANAGER - JOB DESCRIPTION**

Name of Employer: Denny and Dunipace Citizens Advice Bureau Ltd

Job Title: Administrative Manager (25 hours per week)

Responsible to: Bureau Manager

Salary: £16,437 00 to £18,250.00 per annum (pro-rata)

**Main Purpose:** To provide an efficient and effective support service to Bureau staff and volunteers.

**Key Responsibilities**

* Assist Manager and other staff develop effective administrative and IT systems
* Monitor the quality of the office systems and procedures in use
* Provide training in use of Office/IT systems to staff and volunteers
* Ensure all staff are using appropriate CAB systems and procedures
* Provide administrative support relating to the bureau’s IT strategy
* Process client case records, and ensure continuity and confidentiality
* Keep all records safe, confidential and accessible for future retrieval
* Ensure all documentation and reports are completed on time
* Be available to record the minutes of meetings held in the Bureau
* Control all Bureau correspondence procedures
* Provide administrative support in staff recruitment and training programmes
* Undertake research work for the Manager and/or other staff as requested
* Financial processing e.g. invoices, travel expenses, petty cash system
* Undertake any other reasonable duties as requested by the Manager

**ADMINISTRATION MANAGER– 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
* Experience in using standard applications to process, obtain and combine information – Microsoft Office, Excel Word and databases
* Working as part of a team
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| SKILLS AND ATTRIBUTES | * Ability to complete routine and non-routine office tasks
* Apply a problem solving approach to respond appropriately to a wide range of activities
* Able to work on own initiative or with others on tasks with the minimum of supervision
* Ability to produce and respond to written and oral communications
* Ability to administer financial processing e.g. invoicing, travel expenses and petty cash
* Communicate appropriately with a range of people
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| VALUES AND ATTITUDES | * Commitment to team working
* Show an awareness of others’ roles and responsibilities and requirements
* Commitment to equal opportunities policies
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| KNOWLEDGE | * A broad and integrated knowledge and understanding of the scope and main areas of office management
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Charity number: SC 004864

Charity name: Denny & Dunipace Citizens Advice Bureau Ltd