**CLACKMANNANSHIRE CITIZENS ADVICE BUREAU**

**Job Description**

**Job Title**: Support Worker - Reception/Administration

**Responsible to**: General Services Manager/Session Supervisor

**Responsible for**: Assisting the General Services Manager/Session Supervisor with the smooth running of a busy reception & provide administration support across the bureau.

**Summary of main responsibilities:**

* Cover reception duties as required by acting as the first point of contact for the Bureau, in person or by telephone.
* With the support of the Session Supervisor, implement client triage procedures, handle incoming/outgoing mail, manage appointments & update the project calendar. Maintain CAB Useful Numbers database and add new, relevant contacts. Ensure staff are aware of the database and use it actively
* Offer administration support to other staff within the Bureau, to include recording and updating financial records.
* Assist the Volunteer Development Coordinator with the design and distribution of training materials.
* Research and circulate training, conference and development opportunities suitable for staff and volunteers
* Take turn to attend and take minutes of volunteer meetings, circulate minutes to all volunteers, Managing Director and Volunteer Development Co-ordinator.
* Report directly to the General Services Manager/Session Supervisor

**General**

* Carry out other tasks which may be within the scope of this post
* Demonstrate commitment to the aims and policies of the CAB service
* Abide by health and safety guidelines sharing responsibility for her/his own safety and that of colleagues
* Provide other assistance as instructed and relevant to the role.
* Attend any training that the General Service Manager considers suitable.

**PERSON SPECIFICATION**

**Support Worker- Reception /Administration**

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|  | **COMPETENCIES** |
| QUALIFICATIONS | * Good standard of general education |
| EXPERIENCE | * Experience in using Microsoft Office software * Experience in office systems and procedures would be an advantage |
| SKILLS AND ATTRIBUTES | * Good spoken & written communication skills * Ability to work as part of a team * Organisational & good time management skills * Ability to work in a busy office environment * Able to follow instructions and use initiative as appropriate * Honest and trustworthy * Respect for confidential information |
| VALUES AND ATTITUDES | * Commitment to team working * Commitment to equal opportunities policies |
| KNOWLEDGE | * Good knowledge of Microsoft software and related packages |
| OTHER | * Willingness to work flexibly in response to changing organisational requirements * A willingness to undertake training identified in collaboration with the Volunteer Development Coordinator/General Services Manager |