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Inverness, Badenoch and Strathspey CAB

ADVERT

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| Post Title: | Case Support Administrator |
| Hours per week | 35 Hours - Full time (Job share options may be possible) |
| Days to be worked | To be agreed |
| Permanent | Yes |
| Salary Grade | IBS Point 3 – Point 12 £18018.00 pa (pro-rata) (Dependent on experience) |
| Closing Date | 10th August 2020 |
| Start Date | To be agreed |
| Please refer to the Job Description and Person Specificationfor full information on this post. |

Please note:

This is an office based post however, due to the current situation the ability to work from home may also be required.

**How to apply:**

Application Pack (no CV’s please) or more information if required can be requested from and returned to: admin@invernesscab.casonline.org.uk

Please return your application form by **Monday 10th August 2020**.

Interviews to take place on: Date to be arranged.

Inverness Citizens Advice Bureau is an equal opportunities employer.

Registered Charity No. SC136118

**CASE SUPPORT ADMINISTRATOR**

**Job Description and Person Specification.**

Context of Role:

Reporting To: Money Advice and Housing Manager & Welfare Rights Manager (jointly)

Role Purpose:

To provide administration and client support to: -

* Money Advice Department, Welfare Rights department and Energy Projects

Permanent

* Hours of Work: 35 Hours P.W.
* This post would ideally suit job share
* Office based however due to current situation the ability to work from home may also be required.

Salary: IBS 3 Point 12 £18018.00pa

**Key Work Areas and Tasks:**

* Make initial contacts with client to gather information prior to referral to caseworkers
* Input required information into our system and assist clients to gather necessary information to proceed onto caseworkers.
* Assist above departments in ensuring administrative tasks in line with relevant department procedures are carried out.
* Assisting clients face to face, over the telephone or by email with basic form filling.
* Maintain statistics, collate and produce to a prescribed format as required.
* Produce information from our recording program, spreadsheets and databases.

**Administration**

* Use photocopier, Scanner, fax and other office machines as appropriate.
* Create and maintain template and filing systems in accordance with the bureau's systems and procedures.
* Open, record and distribute incoming post, and prepare outgoing mail for despatch. Make and answer the telephone and refer calls or take messages.
* Send and respond to emails and mail.
* Maintain Money Advice databases as required

**Other duties and responsibilities**

* Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
* Any other relevant administrative and support duties required to ensure the smooth running of the department.
* Sourcing and printing off of information
* Maintain and organise records

**PERSON SPECIFICATION** – **ALL ESSENTIAL REQUIREMENTS.**

* Previous administration work experience essential
* As this role with involve making contact directly with clients it is important that the person can evidence experience either paid or in another capacity of dealing with the public in what can be stressful situations.
* Empathic and professional manner.
* A good working knowledge of using computers, software and general I.T.
* Understanding of and commitment to the aims and principles of the CAB service and its equal opportunities policies.
* Ability to monitor and maintain own standards.
* Ability to work on own initiative, prioritise own work, meet deadlines.
* Good interpersonal skills.
* Written communication skills to level required for drafting correspondence, transcribing minutes.
* Skills in MS Word /Excel and data-base spreadsheet entry
* Ability to relate to clients with whom, English is not a first language.
* Flexible approach and willingness to work as part of a team.
* Ability to research, analyse and interpret information.
* Numeracy to the level required to carry out basic calculations