

# Citizens Advice Scotland Administrator Job Description



---

<b>Position:</b>	<b>Administrator (Pension Wise and Energy Best Deal)</b>
<b>Term:</b>	<b>Fixed term, 12 months</b>
<b>Location:</b>	<b>Edinburgh, Spectrum House</b>
<b>Responsible to:</b>	<b>Executive Assistant</b>
<b>Line manager responsibility:</b>	<b>None</b>
<b>Budget responsibility:</b>	<b>None</b>
<b>Date:</b>	<b>January 2018</b>

## **Main Purpose of Job:**

To provide an efficient administrative support to the Development section, split equally between Pension Wise appointment booking and the Energy Best Deal Project.

**PensionWise Appointment Booking:** Provide a high quality and efficient frontline service to clients who are seeking pension guidance. The Pension Wise Administrator will respond to both telephone enquiries and online booking requests from prospective service users, dealing with them within agreed service levels, and work closely with member bureau to ensure that the availability of appointments slots is visible and up-to-date.

**Energy Best Deal Project:** Provide general administration support for the Energy Best Deal project, including meeting and event organisation, administration of meetings including minute taking, maintaining databases and web pages and supporting the collation of statistics.

## **Key Responsibilities:**

### **Pension Wise Appointment Booking (50%):**

- ✚ Answering high number of telephone calls and voice mail from users requesting appointments within 48 hours of receipt.
- ✚ Ensuring that the online booking requests are responded to within 48 hours.
- ✚ Carrying out eligibility checks with service users for Pension Wise face-to-face appointments.
- ✚ Signposting ineligible users elsewhere including internally to the other local Citizens Advice services.
- ✚ Sending confirmation and reminders of appointments to service users.
- ✚ Maintaining guidance specialist diaries, entering new appointments and any changes or

- cancellations.
- ✚ Sending notifications of any changes in appointments or other details to the relevant guidance specialists.
- ✚ Entering service users' details into the CAS Pension Wise case recording system.
- ✚ Any other relevant administrative and support duties required to ensure the smooth running of the Pension Wise delivery proposition by CAS/member bureaux.

**Energy Best Deal (50%):**

- ✚ Support and organise internal and external events, including team meetings, committee meetings, preparing agendas and papers and taking minutes of meetings as appropriate.
- ✚ Support the collation of statistics from Citizens Advice Bureaux to allow the Development Team to produce relevant reports.
- ✚ Manipulate data and produce relevant reports.
- ✚ Maintain accurate reporting for the Energy Best Deal Project.
- ✚ Monitor team budgets, process invoices and other relevant documents and reconcile team expenditure.
- ✚ Carry out any other relevant administrative and support duties as required.

*The above job description is not exhaustive and is clarified to include broad duties inherent in the post.*

**Person Specification:**

**Knowledge, Skills and Experience**

**Essential:**

- ✚ General administration skills, including dealing with correspondence, calls and emails, arranging and taking minutes of meetings and internal events, and maintaining databases
- ✚ Excellent written communication skills, including appropriate usage of different formats and styles
- ✚ Excellent organisational skills and the ability to meet tight deadlines
- ✚ High levels of accuracy and attention to detail
- ✚ Experience in the administration of budgets and the recording of expenditure
- ✚ Ability to work on own initiative, including planning and prioritising workload
- ✚ Ability to work as part of a team, with strong interpersonal skills and the ability to relate successfully to a wide range of colleagues, stakeholders and external contacts
- ✚ Proficient in Microsoft Office programs, in particular Excel and Word, SharePoint, and database programmes

**Desirable:**

- ✚ Working knowledge of the different types of pensions gained within a related background and an understanding of the rules and eligibility criteria of Pension Wise service
- ✚ Understanding of the CAB service and the way in which the CAB service works