**Hamilton Citizens Advice Bureau**

**In-Court Advice Lay Representation Service**

**Job Description:**  Service Co-ordinator

**Hours of Work: 23 hours per week (to be agreed) Salary: £18110 pro rata**

**Reporting to:**  Team Leader **Location:** Hamilton

1. **Job Purpose**

Day-to-day administrative co-ordination of the service

1. **Job responsibilities** 
   * Provide telephone reception dealing with all calls into the service and making calls on behalf of team members
   * Manage appointments system for the team ensuring people using the service are advised and reminded of their appointment times and place
   * Deal with all incoming mail ensuring scanned and filed appropriately and case holder alerted
   * Ensure all outgoing mail is logged according to internal procedures
   * Ensure referrals from feeder CABx, local authorities and other source are processed effectively in line with agreed protocols
   * Ensure referrals out of the service are logged and monitored effectively in line with agreed policy and procedures
   * Maintain quality control systems to ensure effective case management, including monitoring and evaluation of service levels provided internally and externally
   * Conduct customer & stakeholder surveys to inform development and improvement of service
   * Provide casework support to the money advice link worker
   * Organize and support case conferences, team meetings, training events and meetings with external partners as directed
   * Ensure admin systems are effectively implemented and developed to meet service needs
   * Ensure compliance with relevant health & safety policies and procedures
   * Ensure ICT systems are maintained and provide appropriate support to the team

**6. Key skills**

* Excellent communication, literacy and interpersonal skills
* Experience of working in a busy public facing environment
* Knowledge of appropriate data management systems
* Data input and keyboard skills
* ICT literate
* Ability to schedule, plan and prioritize work
* Excellent numeracy and accuracy skills
* Analysis and problem solving skills
* Values equality and diversity