**Central Borders Citizens Advice Bureau**

**Job Description**

Name of Employer: Central Borders Citizens Advice Bureau

Job Title: Triage Worker/Administrator

Responsible to: Session Supervisor

**Summary of Main Responsibilities**

* To undertake a wide range of clerical duties for the bureau including; recording data, photocopying, filing, maintaining databases, preparing outgoing mail and dealing with incoming mail
* To provide a reception service for the Bureau by answering the main office telephone and recording and directing calls accordingly and dealing with enquiries at the reception desk
* Administer and triage enquiries, signposting clients where appropriate
* Responsible for providing comprehensive, efficient and effective administration support to the bureau, including letter writing and data input
* Ordering of office supplies and sundries
* To complete the Citizens Advice Adviser Training provided by Central Borders Citizens Advice Bureau Trainers
* Any other tasks as reasonably required to support staff and volunteers in maintaining the CAB Service
* Any other tasks as reasonably delegated by the Session Supervisor and Bureau Manager

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| **Triage Worker/Administrator** | **Essential** | **Desirable** |
| **QUALIFICATIONS** | Good standard of written and oral communicationGood numeric ability | Standard Grade (or equivalent) English and Maths |
| **EXPERIENCE** | Experience in administrative work, including document writing and accurate recording of informationExperience of using Microsoft | Experience of working with volunteersExperience of using Microsoft Office/Word/Excel |
| **SKILLS**  | Able to communicate effectively, both orally and in writingAttentive to accuracy and detailAbility to work under pressureProven organisational and time management skills | Able to use own initiativeAbility to research client records and documentsAbility to administer petty cashAccurate typing skills |
| **VALUES AND ATTITUDES** | Ability to work as part of a teamUnderstanding of and commitment to the aims and principles of the CAB service and its equal opportunities policies | Willingness to learn and develop skills in advice topics |
| **KNOWLEDGE** | A working knowledge of client confidentiality and data protection/GDPR | Knowledge of giving advice on Welfare Rights, Housing, Employment and Money Advice Issues |