



JOB DESCRIPTION

TITLE:	ADMIN/ASSESSOR ASSISTANT
REPORTING TO:	DEBT SPECIALIST SUPERVISOR
HOURS OF WORK:	17.5 HOURS PER WEEK
LOCATION:	WIRRAL
SALARY:	£8750 (actual)

MAIN PURPOSE:

To support the Greater Merseyside Money Advice Project (GMMAP) Debt Advice Project and be responsible for the development of project administration, supporting the debt supervisor and all the Debt Workers and any volunteers, to broaden the range of help available to members of the Wirral Community. The post holder will assist with monitoring and reporting requirements in line with both GMMAP and Citizens Advice Wirral and will also provide some general administrative support for the organisation as and when required.

RELATED TASKS AND RESPONSIBILITIES:Administration

- Maintain a reception base, welcoming visitors to Citizens Advice Wirral, dealing with clients, telephone calls and messages.
- Assess clients using the common assessment framework as to the most appropriate next step in their debt problems. Ensure that all assistance given is recorded on our case management system
- To assist with the typing, filing and copying of correspondence, reports and case file records and other relevant papers.
- To liaise with the Debt Supervisor on a weekly basis, to provide good communications for project activities.
- To maintain the GMMAP Database and be the named person to provide regular and timely reports to GMMAP, including the uploading of performance data.
- To maintain the Project Database, and to provide regular and timely performance statistics to the Debt Supervisor and team.

- To develop an understanding of the GMMAP monitoring and reporting requirement, plus support the team in meeting the project requirements.
- To assist with the recording and distribution of incoming and outgoing mail.
- To assist with the organisation, maintenance and development of Citizens Advice Wirral administrative systems.
- To help maintain office stationery, supplies and stores of leaflets.
- To help with the updating of the organisation's information and reference systems.
- To act as minute secretary at meetings, as appropriate.

Service Development

- To assist in the development of the Administration Team, in order to meet the needs of the Citizens Advice Wirral and its clients.
- To assist the Advice Services Manager and Management Team Support Officer in publicising, fundraising and promotional activities of Citizens Advice Wirral and all aspects of its work.

Training

- To undertake training courses in order to ensure that knowledge and skills are maintained.

Social Policy/Liaison

- To participate in conferences, meetings, forums held either with Citizens Advice Wirral or with external groups or agencies, as appropriate.

General

- To demonstrate a commitment to the aims, principles and policies of Citizens Advice Wirral and the implementation of its Equal Opportunities Policies.
- To identify opportunities for their own professional development.
- To use new technology in carrying out work, as appropriate.

Other Duties

All staff are expected to maintain a flexible attitude to their duties in order to allow the smooth running of Citizens Advice Wirral. The post-holder will be required to undertake any other relevant duties, as required by the Debt Supervisor/ Advice Services Manager.

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ADMIN/ASSESSOR ASSISTANT

NOTE TO APPLICANTS

Whilst all criteria below are important, those under the essential heading are the key requirements. You should pay particular attention to these areas and provide evidence of meeting them. Failure to do so may mean that you will not be invited for interview

ESSENTIAL CRITERIA	SKILLS, KNOWLEDGE, EXPERIENCE ETC.
1.	Educated to GCSE level standard or equivalent
2.	At least one year working within an office environment or in similar administrative role
3.	Experience of operating administrative and communication systems for the co-ordination, recording and distribution of information, including the maintenance of electronic and manual filing systems.
4.	Experience of undertaking or supporting monitoring of project work for relevant stakeholders.
5.	Experience of working with databases and spreadsheets.
6.	Effective and versatile communication skills, in particular the ability to communicate in writing and verbally (both face to face and via telephone) with a wide range of people.
7.	Good keyboard & IT skills and confident in the use of PC software applications for word-processing, email and the internet.
8.	Excellent organisation & time management skills.
9.	Ability to work under pressure with the flexibility to adapt quickly to varying workloads.
10.	Ability to follow verbal and written instructions.
11.	Ability to get on with a wide variety of people at all levels and to work well within a team.
12.	Demonstration of initiative – finding solutions and coming up with viable suggestions without prompting.
13.	Enthusiasm for working with volunteers.
14.	Enthusiasm for and commitment to Equal Opportunities practice.
15.	Commitment to the Aims and Principles of the Citizens Advice Service.