

TEAMS ADMINISTRATOR AND TELEPHONE RECEPTIONIST

JOB PACK

Thank you for your interest in working at Citizens Advice Ceredigion. This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice. In this pack you will find:

- Our values
- Three things you should know about us
- Overview of Citizens Advice and Citizens Advice Ceredigion
- The role profile and personal specification
- Terms and conditions
- What we give our staff

Want to chat about this role?

If you want to chat about the role further, you can contact us by emailing recruitment@cabceredigion.org or calling 01239 621974 and requesting a call back.



Our values

We're inventive. We're not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren't working.

We're generous. We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

We're responsible. We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.



Three things you should know about us

- 1 **We're local and we're national.** We have six national offices and offer direct support to people in around 300 independent local Citizens Advice services across England and Wales.
- 2 **We're here for everyone.** Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.
- 3 **We're listened to - and we make a difference.** Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.



Overview of Citizens Advice

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members.

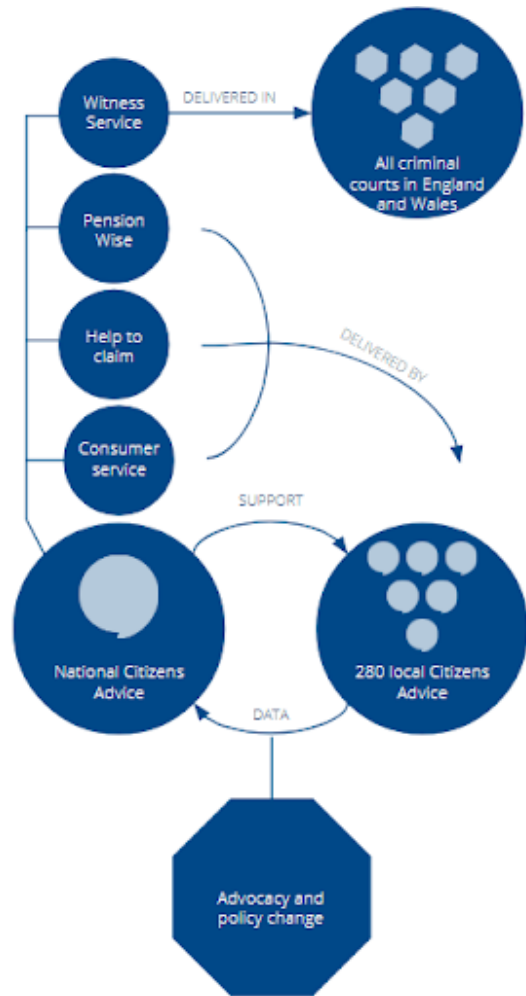
This role sits our network of independent charities, delivering services from

- Over 600 local Citizens Advice outlets
- Over 1,800 community centres, GPs' surgeries and prisons

They do this with:

- 6,500 local staff
- over 23,000 trained volunteers

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30 minute drive of where they live.



How Ceredigion Citizens Advice Works

The Citizens Advice service provides free, independent and confidential advice to anyone. We help people overcome their problems and campaign on big issues when their voices need to be heard. We value diversity, champion equality, and challenge discrimination and harassment. We're here for everyone.

At Citizens Advice Ceredigion we aim to meet the needs of the rural County of Ceredigion and rural north Pembrokeshire. We offer generalist and specialist social welfare advice to anyone in the County or surrounding areas, to meet the local community's needs.

We deliver advice flexibly using telephone, email web, chat and face to face channels to meet clients' needs. Our teams include a combination of trained volunteers and paid specialists.



The Role

Purpose: The purpose of this role is twofold:

- 1 To provide a welcome to clients calling Ceredigion Citizens Advice and to assess how the call should be dealt with, ensuring all clients are dealt with sensitively and professionally.
12 hours: Monday to Thursday 1.00 pm – 4.00 pm
- 2 To provide efficient and effective administrative support to the Debt and Benefits Caseworker Teams following the organisation's policies and procedures and to support colleagues answering calls to Ceredigion Citizens Advice, assessing and referring as necessary.
23 hours: Monday to Thursday 8.30 am – 12.30 pm and Friday 8.30 am – 4.00 pm

The service is being delivered in a Covid-secure way in line with Welsh Government guidelines and the organisation's risk assessment. Currently advice and support takes place via webchat, phones or video. When restrictions on meeting face to face are lifted, this may include face to face contacts for those clients who require this.

Contract: Permanent

Hours: Full-time (35 hours)

Salary: £17,290 - £18,053 (dependent on experience)

Location: Office base is in Cardigan and our service covers the county of Ceredigion. The role is currently home-based due to Covid-19 measures.



Role Profile

Key Responsibilities

Telephone Receptionist

- Handle confidential information in accordance with the organisation's policies and procedures.
- Create positive relationships with clients by responding to their enquiries queries positively and professionally.
- Screen and manage all incoming calls to Ceredigion Citizens Advice, professionally and sensitively and deal with appropriately (ie, refer/transfer/take message).
- Accurately relay telephone messages to advisers via Casebook and add tasks to the telephone message work queue in accordance with the organisation's procedures.
- Transfer calls to advisers as necessary.
- Signpost to and liaise with external agencies where necessary and appropriate.
- Monitor the enquiries email in-box and handle appropriately.
- Provide administrative support to CCA teams as and when required, ie, typing letters and/or emails, updating records.

Administration Support: Debt and Benefits Caseworker Teams

- To compose and send emails/letters to clients and creditors and/or clients as requested by the caseworker, using templates on Casebook when required and editing in any notes provided.
- Print letters and relevant forms.
- To send/post letters/requests for contact to clients before file closure as requested.
- To send text/email/phone reminders to clients for upcoming appointments and update diary with confirmation/action.
- To add creditors to the budget planner and transfer information to Debt Relief Order applications, updatelists, create budget sheets, financial statements (using Casebook).
- To update the database with new clients, maintain using caseworker diaries and Casebook and close files when necessary in accordance with the organisation's systems and procedures.
- To run task reports for caseworker highlighting actions/next steps.
- To request credit reports and update budget sheet as necessary.
- To telephone creditors and clients to gather information.
- To refer clients to other teams/generalist service as necessary.
- Maintain and order stationery supplies as necessary (inc stamps/envelopes/paper for which expenses will be reimbursed).
- To prepare outgoing mail and dispatch securely.
- Send and respond to email and use 'txt anywhere' or appointment slips to send appointment reminders to clients.
- Take notes/actions at Debt Team Meetings and circulate and follow-up on actions.
- To support the Debt team with any administrative tasks as required.
- Any other relevant administrative and support duties required to ensure the smooth running of the service.

As and when CCA returns to office working and permitted to meet with clients face to face (following Government advice and with relevant risk assessments in place):

- To keep the Debt interview room supplied with appropriate forms and documentation ready for caseworkers use.
- Display leaflets and posters in the general office, waiting room and interviewrooms.
- Take posters around to local organisations/libraries to promote the service and send memo, poster and referral forms to partner organisations as necessary.
- Assist in arranging events.

Other Duties and Responsibilities

- Ensure that work reflects and supports the Citizens Advice service's equality and diversity strategy.
- Demonstrate commitment to the aims, principles and policies of the Citizens Advice service
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
- Ensure that all work conforms to the organisation's systems and procedures.

- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.

FULL TRAINING WILL BE GIVEN TO THE RIGHT CANDIDATE



Person Specification

Essential

- 1 A commitment to the aims and principles of the Citizens Advice service, along with an awareness of the issues and drivers influencing why people might need advice.
- 2 Proven understanding of equality and diversity and its application to the provision of advice.
- 3 Cheerful disposition with 'can do/will do' attitude.
- 4 To have excellent customer service skills with the ability to receive and assess calls using sensitive listening and questioning skills to get to the root of issues.
- 5 To have good written and verbal communication skills.
- 6 To be well organised, administratively competent and have good attention to detail.
- 7 Accurate keyboard skills.
- 8 Proficient with Word, Excel and ability to use telephony and other IT software packages.
- 9 Ability to use a customer database to relay messages and record outcomes.
- 10 Clear, professional and welcoming telephone manner.
- 11 Ability to prioritise and manage own workload.
- 12 Able to work under pressure.
- 13 Ability and willingness to work flexibly and effectively within and across teams.
- 14 Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
- 15 Support for and willingness to implement a Welsh Language policy in practical terms, including speaking or developing own understanding of Welsh in the workplace.

Desirable

- 16 Available to work the required hours per week, which may include occasional unpaid overtime for which compensatory time off can be claimed.
- 17 Understanding of the issues affecting society and their implications for the client and service provision.
- 18 Ability to speak Welsh.

In accordance with Citizens Advice national policy we may require the successful candidate to be screened by the DBS. However, a criminal record will not necessarily be a bar to your being able to take up the job.



What we give our Staff

- * Auto enrolment pension scheme – 3% employer contribution
- * 28 days annual leave (including Bank Holidays) pro rata with an additional three days to be taken between Christmas and New Year
- * Flexible working arrangements considered