



Sheffield Citizens Advice

Job description and person specification

Administrator

Sheffield Citizens Advice was set up in October 2013.

We provide generic and specialist advice services at 11 main sites and numerous smaller outreach sites, and via our telephone advice line. We seek to empower our clients and support them to improve their confidence and capability, including in relation to finance. We advise mainly on welfare benefits, debt, housing, employment, immigration and discrimination. We provide advice in numerous languages. We offer bespoke services for people with mental health problems, the Deaf community, the gypsy and traveller community, people in hospital, and refugees and asylum seekers. We provide mental health advocacy services. We undertake specialist casework, including debt services and that undertaken by our legal service. We have well established partnerships and referral pathways including with social landlords and statutory services. We are a partner in Sheffield Healthwatch.

We aim for excellence. Our ambition is to be among the best advice services in the country, and one of the leading voluntary and community organisations in Sheffield. We campaign for change to social policy to improve the well-being of the people and communities we support.

Purpose of job

Our administrators provide administrative support for all our services to clients, including services about financial confidence, welfare benefits, debt, housing, employment, immigration, discrimination and other areas of public and social welfare law, and advocacy services.

Administrators operate systems and processes to support human resources including volunteers, information systems and technology, premises and finance .

Administrators are required to undertake all their duties in accordance Sheffield Citizens Advice policies and procedures, utilising national and local sources of information and guidance.

Main duties and responsibilities

Advice provision

All administrators are required to:

- Welcome clients to the service, whether on the telephone or in person;
- Enable clients to explain their needs;

- Advise clients about which of our services may be able to meet their needs;
- Provide clients with information about these services and where appropriate ensure that clients can access the relevant services.
- Ensure that these duties are undertaken in accordance with all relevant policies and standards.

Advice support

Administrators may, subject to their skills and experience, and subject to the needs of the service be required to:

- Operate corporate and operational administrative systems;
- Operate advice support systems, including maintaining electronic and paper records;
- Provide administrative support to advice workers and other staff delivering services to clients
- Provide administrative support to managers
- Operate human resources systems, including maintaining electronic and paper records;
- Operate finance systems, including maintaining electronic and paper records;
- Operate information technology systems;
- Support the management of premises;
- Support the recruitment, development and retention of volunteers;
- Support the administration and delivery of training;
- Provide support to conferences, meetings and other events;

Professional learning and development

Administrators are all required to undertake learning and development including:

- Keeping up to date with legislation;
- Keeping up to date with policies and procedures;
- Attending internal and external training;

Person specification

Knowledge

Knowledge of

- advice giving processes and systems;
- administrative processes and systems
- administrative needs of the service
- the communities supported by Sheffield Citizens Advice.

Skills

High quality skills:

- listening, verbal, written and presentation communication skills
- to communicate well with clients, colleagues and other agencies
- ability to provide high quality administrative support including the use of information technology
- ability to operate human resources, information technology including databases, premises and finance systems to support advice provision

Aptitude

Commitment to

- the goals and values of Sheffield Citizens Advice
- working flexibly and to adapting to changing needs and priorities
- team working
- the delivery of service performance standards
- personal learning and professional development and willingness to learn new skills
- equal opportunities and to valuing diversity

Qualifications, training and accreditation

Successful completion (or willingness to complete) mandatory training requirements.