



# Administrator

## Job description and person specification

Citizens Advice Sheffield provides a range of advice and advocacy services through digital means, by telephone and in person. We seek to empower our clients and support them to improve their confidence and capability on a wide range of issues. We campaign for change to social policy to improve the well-being of the people and communities we support.

Our advice services provide help and advice across a wide range of issues and more in depth help in respect of welfare benefits, debt, housing, employment, immigration and discrimination. Our independent advocacy services are delivered through Sheffield Advocacy Hub, in partnership with three organisations.

We aim for excellence. Our ambition is to be among the best advice and advocacy services in the country, and one of the leading voluntary and community organisations in Sheffield.

### **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 and communication technology, premises and finance.

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

## **Main duties and responsibilities**

### **Service provision**

All administrators are required to:

- Welcome clients to the service, in person, digitally or on the telephone
- 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 and Advocacy 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
- Facilitate the processing of incoming and outgoing mail and email correspondence as appropriate
- Operate advice and advocacy support systems, including maintaining electronic and paper records
- Provide administrative support to advice workers, advocates 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:

- administrative processes and systems
- the communities supported by Citizens Advice Sheffield.

### **Skills**

Administrators should possess the following skills:

- listening, verbal, written and presentation communication skills
- the ability to communicate appropriately and professionally with clients, colleagues and other agencies
- the ability to use information and communication technology proficiently to provide administrative support (Email, Documents, Spreadsheets, Presentations)

### **Aptitude**

Commitment to:

- the goals and values of Citizens Advice Sheffield
- working flexibly and to adapting to changing needs and priorities
- team working
- the delivery of service performance standards
- understanding our advice and advocacy giving processes and systems
- 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.