

Administrator Assistant

Job pack

Thanks for your interest in working at Citizens Advice Broxbourne. 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'll find:

- Our values
- 3 things you should know about us
- Overview of Citizens Advice and Citizens Advice Broxbourne
- 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 Teresa Lancaster by emailing teresa.lancaster@citizensadvicebroxbourne.org or calling 020 8187 2143.

Closing date for applications: 14th November 2022

Interview date: 18th November 2025



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.



3 things you should know about us

1. We're local and we're national. We have 6 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.

How Citizens Advice Broxbourne works

Our advisers and specialist project workers deliver advice in person or via telephone and are supported by digital systems which are completely cloud-based.

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.

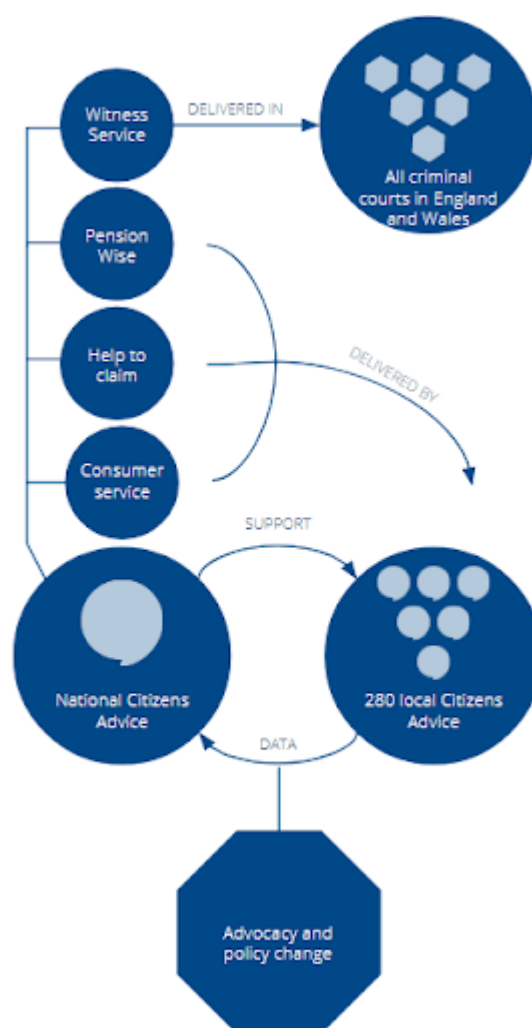
This role sits within our network of independent charities, delivering services from

- 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.





Role profile

Reporting to the Deputy CEO.

15 Hours a week over 2 or 3 days a week.

£13.00 Per hour, paid per calendar month.

2 years Fixed term contract with possibility of continuing depending on funding and Hertfordshire devolution plans.

Apply with CV and covering letter to

Teresa.Lancaster@citizensadvicebroxbourne.org

Full training on Citizens advice admin services will be provided.

Administration

- ☐ Maintain IT based filing systems in accordance with the organisation's procedures
- ☐ Produce letters, documents, forms and reports as required by the Management team
- ☐ Collect post via the Council offices and process efficiently as agreed
- ☐ Arrange and record purchases of equipment or services as requested by staff

Service Delivery

- ☐ Admin inbox administration – triage and process public/client/staff or internal Citizens Advice and other organisation queries using agreed protocols
- ☐ Process requests to send letters, forms or email correspondence to clients
- ☐ Manage client appointment diaries and make appointments for clients as required
- ☐ Manage task lists on internal database
- ☐ Manage Frontline referrals, transfer data on to internal database and arrange client appointments
- ☐ Collate service statistics and produce reports in the required format
- ☐ Answer calls from Admin telephone line
- ☐ Send client appointment text reminders

Other duties and responsibilities

- ☐ Attend appropriate (internal and external) meetings and training events as agreed by the line manager
- ☐ Abide by health and safety guidelines and share responsibility for your own safety and that of colleagues



What we give our staff

20 days paid holiday per year plus Bank Holidays pro rata, and a discretionary 3 additional days between Christmas and New Year
Access to Citizens Advice national training programme
Opportunity to work as part of a national network of Citizens Advice offices

In our last survey, 100% of our staff and volunteers said they would recommend this as a place to work or volunteer, and we'd love for you to join us.