

South West Aberdeenshire Citizens Advice Bureau (SWACAB)

ADMINISTRATIVE and RECEPTION SUPPORT WORKER 25 HRS

JOB DESCRIPTION

1. Employer: South West Aberdeenshire Citizens Advice Bureau

Job Title: Administrative and Reception Support Worker

Location: Westhill

Term: Fixed 6 months from agreed start date

2. Job Purpose

To support the Bureau Administrative Team in the smooth running of the Bureau's services and to support bureau clients, Specialist staff and Volunteer Advisers.

3. Key Tasks

- Making appointments, answering phone and email enquiries; to take necessary information from clients to progress them to an adviser
- Photocopying, scanning and attaching documentation to case records
- Assisting with Bureau inventory
- Ensuring that incoming and outgoing mail is dealt with effectively and routed to the correct recipient by opening, handling of all correspondence, including post log record, email and filing
- Ensuring that office "housekeeping" tasks are performed
- Assistance with administration of systems, policies and procedures
- Participating in the culture of the bureau regarding health & safety
- Undertaking training offered to develop and maintain the necessary skills and knowledge required for the post, and to provide feedback as required to line manager
- Maintaining a flexible approach to work and tasks
- Undertaking any other tasks required to ensure the smooth running of SWACAB

4. Reporting Relationships

The post holder will report directly to the SWACAB Administrative Assistant/Project Co-ordinator and will be supported by the SWACAB Manager.

5. **Salary: To be confirmed**
 Travel costs, travel time and subsistence incurred over and above travel to work will be paid. Out-of-pocket expenses will be paid.
- Pension:** Arrangements will be confirmed with the successful candidate
6. **Hours: 25 hours per week**
7. **Additional Requirements/Information**
- Hours to be worked by negotiation, within bureau opening hours and to meet Bureau operational need.

South West Aberdeenshire Citizens Advice Bureau

**Administrative and Reception Support Worker
 Essential and Desirable Skills and Qualities**

Qualifications	Essential	Desirable
The post holder should be educated to a minimum of Higher Level with a good command of English	X	
Experience		
Personal Skills		
Willingness to carry out training to acquire and maintain skills	X	
Good organisational skills	X	
Confident communication skills	X	
Confident with members of the public and colleagues	X	
Willing to work on own initiative	X	
Willing to work as part of a team	X	
Use of Microsoft Office programmes	X	
Previous voluntary		X

experience		
Other attributes		X
A flexible approach to the post		
Sense of Humour		X
Willingness to embrace new ideas and change		X