

## Citizens Advice Mole Valley Administrator

### JOB

#### Position details:

|                    |   |
|--------------------|---|
| <b>Title:</b>      | Administrator (Core service)              |
| <b>Status:</b>     | Fixed term contract (01/10/19 - 31/08/20) |
| <b>Salary:</b>     | £11.25 per hour                           |
| <b>Hours:</b>      | 6 hours per week                          |
| <b>Start date:</b> | 01 October 2019                           |

#### Reporting details:

|                               |  |
|-------------------------------|--|
| <b>Responsible to:</b>        | District Manager   |
| <b>Functional links with:</b> | Deputy Managers, Supervisors, Advisers, Project Workers and other support staff, paid staff and volunteers |

## **Context & Job Purpose:**

### **Administrative Worker** (fixed term contract, core funded)

To provide financial and administrative support and ensure the smooth running of this small, locally based charity.

This post will be based in one or both of the Citizens Advice Mole Valley (CAMV) offices (by mutual agreement) working within the aims, policies and principles of the Citizens Advice service.

## **Main Duties and Tasks:**

### **Administrative**

- Use standard Citizens Advice IT systems for document production
- Use office equipment as required
- Create and maintain filing systems in accordance with agreed systems
- Process incoming and outgoing post in accordance with agreed systems
- Answer the telephone and electronic messages

### **Finance support**

- Authorise invoices within pre-determined limits
- Make payments from petty cash within pre-determined limits
- Make authorised payments to employees, volunteers and other creditors
- Reconcile petty cash and prepare statements
- Record and bank payments received by Citizens Advice Mole Valley
- Make and record payments made by Citizens Advice Mole Valley

### **Other duties and responsibilities**

- Support CAMV in sustaining effective working relationships with other local Citizens Advice, relevant external agencies and statutory bodies as appropriate
- Keep up to date with policies and procedures relevant to own work and undertake appropriate training
- Attend internal and external meetings as agreed with the district manager
- Assist with arrangements for internal and external events

- Ensure that all work conforms to CAMV's systems and procedures as described in the office manual and Membership agreement
- Abide by health and safety guidelines and share responsibility for own safety and for that of colleagues.

### **Professional development**

- Keep up to date with current legislation, policies and procedures as relevant to own work and role
- Ensure that work undertaken reflects and supports the Citizens Advice service's equality and diversity strategy
- Adopt a proactive approach towards own professional development and participate in training as required

### **Person specification**

- An understanding of and commitment to the aims and principles of the Citizens Advice service including the policies on equal opportunities and confidentiality.
- A good, up to date understanding of equality and diversity and confidentiality and how these apply to the provision of advice.
- Demonstrate a willingness to adhere to agreed procedures
- Recent experience of administrative work; demonstrating competence with all basic IT systems and packages such as Word, Excel, Outlook, etc.
- English and Mathematics skills at or above Level 2 (GCSE A – C or equivalent). An understanding and/or experience of basic accountancy, book keeping skills and / or relevant qualifications would be an advantage.
- Ability to prioritise own work, meet deadlines and manage workload efficiently under pressure
- Ability and willingness to work on own initiative as well as part of a team and able to evidence an organised and proactive approach
- Demonstrate an ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively

### **August 2019**

This job description is current at the above date.

In consultation with the post holder, it is liable to variation by Citizens Advice Mole Valley to reflect actual, contemplated or proposed changes to funding or to the job role.

## Mole Valley Administrative Worker

### **ADVERTISEMENT**

#### Citizens Advice Mole Valley Administrative worker

#### **Context & purpose of role:**

To provide financial and administrative support and ensure the smooth running of this small, locally based charity.

This post will be based in one or both of the Citizens Advice Mole Valley offices (by mutual agreement) working within the aims, policies and principles of the Citizens Advice service.

#### **Starting Salary** £11.25 per hour

We are looking for an organised and enthusiastic person to join our dedicated team.

You will enjoy a challenge, be a good team player with good English and Maths skills and enjoy interacting with people. You will need to be well organised and flexible in your approach to work and proactive in managing your own workload.

Applicants will have an interest in basic accounts and/or book keeping.

Any experience of working or volunteering in a local Citizens Advice would be an advantage.

**The closing date for this post is midday on Thursday 19 September**

**The interviews will take place in the week commencing 23 September 2019**