



**Information, Advice and Administration Officer, Canterbury Advice Service, Bradford**

**37 hours per week**

**Grade 1 (upper): £17,381 - £19,278 per annum**

Family Action is offering a wonderful opportunity to join our highly regarded Advice Service. We are looking for an Information, Advice and Administration Officer who will be responsible for providing information and basic advice to assist with service user enquiries and provide a range of administrative support to an enthusiastic and busy team of Advice workers who provide services for clients across the Bradford East area.

In this exciting new role, you will provide an efficient, welcoming and positive reception service for everyone contacting the centre. You will undertake reception duties, triage enquiries, provide advice /information and refer/signpost service users. You will actively support the Advice Team and ensure smooth operation of tasks, manage the office as well as the health and safety needs of the service.

You will play a vital role in the running of this busy Advice service, having superior organisational, time management and resource planning skills. You will be detail oriented, punctual and professional with proven ability to effectively manage multiple priorities in a dynamic, fast-paced work setting.

In addition, you will have excellent communication skills, experience of office systems and procedures and good working knowledge of Windows and Microsoft packages including Word, Excel, Access, Outlook, PowerPoint, Publisher and general use of the Internet

**Our Values: A people focus, Mutual Respect, Excellence in all we do and a Can Do attitude.**

If you can relate to these and have the necessary skills and attitude, we can offer you:

- A competitive salary, leave entitlement and pension scheme
- Career development opportunities
- A full induction, on-going quality training, including triage skills, benefits and debt advice
- The opportunity to become part of FA initiatives
- Flexible working hours
- Managed workloads with regular supportive and reflective supervision

*Appointments are subject to Family Action receiving an enhanced disclosure from the Disclosure and Barring Service that we consider acceptable.*

**For an application pack and further information, including the benefits we offer, please visit [www.family-action.org.uk/workingwithus](http://www.family-action.org.uk/workingwithus).**

**Please email completed applications to: [completed.application21@family-action.org.uk](mailto:completed.application21@family-action.org.uk)**

**Closing date:** 20<sup>th</sup> July 2020, 10am

**Interview date:** 27<sup>th</sup> July 2020

*Family Action offers good working conditions, a comprehensive training programme and a Group Personal Pension Scheme (GPPS). We welcome applications from all sections of the community.*