

## **JOB DESCRIPTION**

**Job title:** Information, Advice and Administration Officer

**Service:** Canterbury Advice Service

**Salary:** Grade 2 Point 11 – 15

**Hours:** 37 hours per week

**Location:** Bradford

**Responsible to:** Service Manager and Advice Coordinator

### **Summary of job:**

As an Information, Advice and Administration Officer you will be the first point of contact for our Advice Service in Bradford. You will provide guidance and basic advice to callers, undertake a variety of administrative tasks, co-ordinate front-office activities and provide clerical support to the Advice Service Team.

### **Key tasks and responsibilities:**

1. Provide an efficient, welcoming reception for all visitors and callers to the service, acting as first point of contact.
2. Receive incoming calls, triage the level of enquiry and update electronic records on a case management system with accuracy.
3. Maintain a knowledge database directory of all advice venues and signposting organisations, ensuring it is current at all times.
4. Support the Advice Team with clerical duties, such as: filing and archiving, photocopying and printing, incoming and outgoing mail distribution, ordering office supplies, maintaining a stock inventory and relevant tasks to ensure the smooth running of the service.
5. Provide information, guidance and basic advice to assist with incoming enquiries, including the completion of forms and/or making calls, under the supervision of a trained Advice Worker.
6. Process correspondence and other documents, such as minutes of meetings and reports, in a timely and accurately presented manner, ensuring that the office environment is organised and maintained in accordance with confidentiality and data protection policies.
7. Process service income and expenditure and assist the service manager to review accounts and finance.

8. Input information and data onto a case management system and create Excel records to organise local information.
9. Take responsibility for maintaining all display, promotional and marketing information in the reception and interview areas, ensuring it is current.
10. Maintain office security by following safety procedures and liaising with tradespeople when needed. Undertake and record regular alarm tests, monitor sign in book, visitor badges and undertake buildings key holder responsibilities when appropriate.
11. Promote a positive image of Family Action, assisting the team in developing promotional materials and supporting awareness of the organisation and its services through publicity events as required.
12. Participate in supervision arrangements, team and external meetings when appropriate.
13. Adhere to Family Actions confidentiality policy and ensure that confidentiality and professional boundaries are maintained at all times.
14. Ensure you have an understanding (appropriate to your role), of and comply with, Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults.
15. Embrace and implement Family Action's Equality & Diversity Policy in every aspect of your work and positively promote its principles amongst colleagues, service users and other members of the community.
16. Comply with Family Action's Health and Safety and Data Protection policies and protect your own and others' health, safety and welfare.
17. Work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.
18. To be able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:
  - a) Being people focused
  - b) Reflecting a 'can do' approach
  - c) Striving for excellence in everything we do
  - d) Having mutual respect for everyone we work with, work for and support through our service

**PERSON SPECIFICATION**

Requirements		Essential	Desirable
<b>Education, Qualifications &amp; Background</b>			
1.	Qualification equivalent to Level 2 or above in English and Numeracy.	✓	
2.	A qualification in Administration or Information, Advice and Guidance		✓
<b>Experience</b>			
3.	Proven work experience as Receptionist, Front Office Representative, Administration or similar role.	✓	
4.	Experience of working in an Information, Guidance, Navigation, Advice or similar role.		✓
5.	Experience of inputting data or information into a case management system.	✓	
6.	Experience with children, young people and their families, this may include personal or volunteer experience.		✓
<b>Knowledge &amp; Skills</b>			
6.	Strong interpersonal and communication skills.	✓	
7.	Excellent organisational skills and aptitude for multitasking, time-management, prioritisation.	✓	
8.	Proficient in Microsoft Office, including Word, Excel and databases.	✓	
9.	Excellent levels of literacy and numeracy skills.	✓	
10.	Ability to be resourceful, proactive and be solution-focused when needed.	✓	
11.	Understanding of working with and processing confidential or sensitive information.	✓	
12.	Ability to work independently using own initiative, but also work as part of a complex and diverse multidisciplinary team,	✓	
13.	Understanding of the impact on families when faced with financial challenges.	✓	
14.	Knowledge or understanding of the current welfare benefits.		✓
15.	Additional language skills, particularly Urdu and or Punjabi and Eastern European languages.		✓
<b>Values</b>			
16.	Able to evidence Family Action's values at all times, which underpin our mission of 'building stronger families' by: <ul style="list-style-type: none"> <li>a) Being people focused</li> <li>b) Reflecting a 'can do' approach</li> <li>c) Striving for excellence in everything we do</li> <li>d) Having mutual respect for everyone we work with, work for and support through our services</li> </ul>	✓	
17.	Be committed to equal opportunities and uphold and comply with Family Action's Equality & Diversity policy in all aspects of your work, promoting its principles amongst colleagues, service users and other members of the community.	✓	
<b>In addition</b>			
18.	Willing to work flexibly as required with an expectation of some occasional out of hours work and travel.	✓	