

## **Administrator**

### **Job Description & Personal Specification**

**Responsible to:** Administration Coordinator

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#### **Purpose of Role**

Working within the aims, principles and policies of the Citizens Advice Bureaux Service:

- To assist with the smooth running and organisation of the bureau

Administrator is a member of a team of voluntary and paid bureau staff who provide a free, confidential, impartial and independent service to the public.

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#### **Key Work Areas & Tasks**

##### **MAIN DUTIES & RESPONSIBILITIES**

Ways of working:

- Actively support Citizens Advice equal opportunities and anti-discrimination policies
- Contribute towards a safe and positive working environment

Contribute to the bureau's work by:

- Typing letters and memos for bureau workers
  - Updating databases and information systems
  - Filing
  - Photocopying
  - Answering the telephone, taking messages where appropriate
  - Interacting with clients through feedback surveys & questionnaires
  - Assisting with marketing and fundraising
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## **Equal Opportunities**

Contribute towards the Citizens Advice Equal Opportunities and Positive Action policies by providing an impartial and non-judgmental service to all clients:

- Identifying possible breaches of Equal Opportunities legislation, policy and practice
- Taking part in Social Policy exercises focused on Equal Opportunities issues
- Challenging behaviour which indicates discrimination
- Assisting the bureau in making the service accessible to all clients irrespective of race, gender, sexual orientation and disabilities

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## **Development of the Service**

Contribute to the development of the team by

- Participating in staff meetings.

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## **Personal Skills & Qualities Required**

- A commitment to the aims and principles of the CAB service.
- To be organised and systematic
- Competence in using IT
- An understanding of the importance of CAB work
- Excellent communication skills, both orally and in writing
- Respect for views, values and cultures that are different to their own
- A willingness to attend meetings
- To be able to work as part of a team.