

## CLACKMANNANSHIRE CITIZENS ADVICE BUREAU

### Job Description

**Job Title:** Support Worker - Reception/Administration

**Responsible to:** General Services Coordinator/Session Supervisor

**Responsible for:** Assisting the General Services Coordinator/Session Supervisor with the smooth running of a busy reception & provide administration support across the bureau.

#### Summary of main responsibilities:

- Cover reception duties as required by acting as the first point of contact for the Bureau, in person or by telephone.
- With the support of the Session Supervisor, implement client triage procedures, handle incoming/outgoing mail, manage appointments & update the project. Maintain CAB Useful Numbers database and add new, relevant contacts. Ensure staff are aware of the database and use it actively
- Offer administration support to other staff within the Bureau, to include recording and updating financial records.
- Assist the Volunteer Development Coordinator/General Services Coordinator with the design and distribution of training materials.
- Research and circulate training, conference and development opportunities suitable for staff and volunteers
- Take turn to attend and take minutes of quarterly volunteer meetings, circulate minutes to all volunteers, Managing Director and Volunteer Development Officer.
- Report directly to the General Services Coordinator/Session Supervisor

#### General

- Carry out other tasks which may be within the scope of this post
- Demonstrate commitment to the aims and policies of the CAB service
- Abide by health and safety guidelines sharing responsibility for her/his own safety and that of colleagues
- Provide other assistance as instructed and relevant to the role.
- Attend any training that the General Service Coordinator considers suitable.

## PERSON SPECIFICATION

### Volunteer Support Worker- Reception /Administration

	<b>COMPETENCIES</b>
QUALIFICATIONS	<ul style="list-style-type: none"><li>▪ Good standard of general education</li></ul>
EXPERIENCE	<ul style="list-style-type: none"><li>▪ Knowledge of and experience in using Microsoft Office software and related packages</li><li>▪ Experience in office systems and procedures would be an advantage</li></ul>
SKILLS AND ATTRIBUTES	<ul style="list-style-type: none"><li>▪ Good spoken &amp; written communication skills</li><li>▪ Ability to work as part of a team</li><li>▪ Organisational &amp; good time management skills</li><li>▪ Ability to work in a busy office environment</li><li>▪ Able to follow instructions and use initiative as appropriate</li><li>▪ Honest and trustworthy</li><li>▪ Respect for confidential information</li></ul>
VALUES AND ATTITUDES	<ul style="list-style-type: none"><li>▪ Commitment to team working</li><li>▪ Commitment to equal opportunities policies</li></ul>
OTHER	<ul style="list-style-type: none"><li>▪ Willingness to work flexibly in response to changing organisational requirements</li><li>▪ A willingness to undertake training identified in collaboration with the Volunteer Development Coordinator/General Services Coordinator</li></ul>