



Position: Receptionist/Administrator

Term: One year fixed term role (with possibility of extension subject to funding)

Location: Citizens Advice Regional Office, Belfast

Salary: NJC Scale 3 £16,231 - £17,372

Role Profile

Reporting to:	Administrative Officer	
Role purpose:	<ul style="list-style-type: none"> • Provide reception cover for Regional Office • General administrative support for the Administrative Officer and various other staff within Regional Office 	
Key Accountabilities	Elements/Tasks	
Reception cover	<ul style="list-style-type: none"> • Answering telephones, referring calls to staff or local Citizens Advice; taking messages as appropriate • Greeting visitors • Dealing with incoming and outgoing post on a daily basis • Setting up conference room for meetings or events including the provision of refreshments • Sending and responding to emails • Ensuring there is an adequate stock of stationery and refreshments for meetings or events • Opening and closing reception daily 	

<p>Administrative support</p>	<ul style="list-style-type: none"> • Maintaining electronic systems using Excel spreadsheets and databases • Photocopying materials and organising packs for various events and training sessions • Editing and formatting various documents in Word, Excel and PowerPoint • Collating information and preparing reports based on the information gathered • Distributing various materials to local Citizens Advice via email • Liaising with projects to assist with the preparation and distribution of marketing materials • Booking rooms internally and externally for meetings • Assisting with the organisation of various events 	
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PERSON SPECIFICATION

Essential

1. Minimum one year's experience in a reception/administrative post
2. Recent experience in the use of IT packages including word processing, spreadsheet, PowerPoint (or similar), database packages, email software and maintaining an electronic diary.
3. Experience in organising events and meetings.
4. Ability to maintain office systems.
5. Ability to prioritise and progress work within tight deadlines.
6. Ability to communicate effectively both orally and in writing.
7. Ability to deal with conflicting interests effectively and sensitively.
8. Ability to work on own initiative and as part of a team.
9. Ability to be inventive, responsible and generous and to commit to and work within the aims, principles and policies of the Citizens Advice service.
10. Willingness and ability to work unsocial hours and undertake regular travel across Northern Ireland.
11. Access to own car in order to fulfil the travel requirements of the role in accordance with Citizens Advice policy (or in the case of a disabled person, access to appropriate transport to reasonably enable fulfilment of the duties of the post).



TERMS AND CONDITIONS OF SERVICE

Employing organisation:	Citizens Advice Northern Ireland
Contract type:	One year fixed term contract (with possibility of extension subject to funding)
Location:	Regional Office, Belfast
Hours of work:	37 per week although reasonable hours outside of this are required to fulfil the obligations associated with the post
Leave Entitlement:	20 days plus statutory holidays and flexi scheme applies
Pension Entitlement:	Citizens Advice Northern Ireland operates a contributory pension scheme

Other conditions of service shall be those applying to employees as set out in the Citizens Advice Northern Ireland Staff Conditions of Service.

Citizens Advice Northern Ireland is an equal opportunities employer and we welcome applications from all sections of the community.