**Community Advice Fermanagh**

**Job Title:** Administrator

**DURATION OF POSITION:** One year contract (Extension of post will be subject to funding).

**RESPONSIBLE TO:** Manager

**HOURS OF WORK:** Monday – Friday (37 hours per week)

**LOCATION:** Community Advice Fermanagh, Fermanagh House, Broadmeadow Place, Enniskillen, Co**.** Fermanagh, BT74 7HR.

**SUMMARY OF RESPONSIBILITIES:**

The administrator will work in a busy public office as part of a small and dedicated team providing an advice and information service to the general public. Your role will be to act as CAF’s first line contact ‘triage’ with its clients, new users, external organisations and the public and to ensure that office records and procedures are maintained to the highest quality and continually improved.

**SPECIFIC DUTIES:**

* To offer a triage service to centre users and to ensure that all necessary and appropriate help is given to them;
* Be responsible for the making of appropriate appointments for the CAF’S Advisers and signposting clients to CAF’S services e.g. Drop In Sessions, Rural Outreach Sessions, Home Visits etc;
* Be responsible for all incoming phone calls and receiving messages for all of CAF staff;
* Overseeing general office procedures including the maintaining of records, filing and information systems and photocopying duties
* Providing direct secretarial support to the Manager and Management Committee as directed e.g. preparing correspondence, typing duties;
* Be Responsible for Desktop publishing duties, including the drafting of invites, flyers, Annual Reports, Newsletters and other relevant documents;
* Take responsibility for external mailings e.g. Newsletters, AGM Mailings, Special Event Mailings etc;
* Maintain and update relevant databases of funders, key stakeholders, external organisations etc;
* Be responsible in maintaining an up-to-date information bank of leaflets, literature and SSA Benefit Application Forms for the Advice Service;
* Be responsible for the ordering of office stationery;
* Taking responsibility of office petty cash;
* Assist with the arranging of venues and catering for CAF Meetings;
* Attend and participate in any training sessions, seminars, meetings/discussions considered necessary.
* Liaise with Manager with regards to self development;
* Contribute to the development and maintenance of appropriate statistical and information systems in support of the Advice Centre;
* To attend staff and, when required, Management Committee meetings
* Liaise with other Advice Centres and external organisations to ensure effective internal and external communication;
* Undertake any other reasonable duties as required.
* Demonstrate commitment to the aims and policies of the Community Advice Fermanagh’s service.
* Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.



**COMMUNITY ADVICE FERMANAGH –**

**PERSONAL SPECIFICATION**

**Administrator**

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| **Selection Criteria** | **Essential** | **Desirable** |
| 1. **Qualification/Education**
2. GCSE Grade C and above in English and Mathematics
3. Level 2 qualification in a relevant discipline such as administration, typing, computer skills or word processing
 | ✓ | ✓ |
| 1. **Experience**
2. One year’s experience in an Administration role to include:
3. The operation of a telephone system
4. Greeting and assisting all clients
5. General administration duties
6. Excellent I.T skills - proficient in the use of email, internet and the Microsoft Office suite
 | ✓ |  |
| 1. **Knowledge**
2. Empathetic and non-judgemental attitude to helping people with their queries
3. Knowledge of the Advice Sector in Northern Ireland
4. Knowledge of Social Security benefits
 | ✓ | ✓✓ |
| 1. **Skills and Abilities**
2. Excellent communication skills – written, verbal and listening
3. Previous experience of working with vulnerable clients
4. Proven ability to use own initiative and work under minimum supervision to plan, prioritise and organise own workload and meet deadlines
5. Ability to work within a team
 | ✓✓✓✓ |  |
| 1. **Other Requirements**
2. \*Current driving licence and access to a suitable vehicle (appropriately maintained and insured for business). (\*This criteria will be waived in the case of an applicant whose disability prohibits driving but who is able to demonstrate an appropriate alternative means of meeting the mobility requirements of the post).
3. Flexible approach to working hours
4. Commitment to the provision of free, confidential, impartial, and independent advice
5. Ability to work within the mission, vision and values of Community Advice Fermanagh
6. Committed to Community Advice Fermanagh policy of equal opportunities.
 | ✓✓✓✓✓ |  |

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**TERMS AND CONDITIONS OF SERVICE**

1. The post is subject to an AccessNI (previously POCVA) check.
2. Contract type – one year post. After the one year it is subject to continued funding.
3. The post-holder will be based in the office of Community Advice Fermanagh.
4. The post is full time 37 hours per week. Working Hours 9.00am-5.30pm Monday-Thursday and 9am-5pm on a Friday.
5. The salary for the post is £23,492.04 gross per annum.
6. All members of staff are enrolled within the NEST pension scheme and can choose to opt out if they wish.
7. The annual leave entitlement will be 25 days plus statutory days (pro rata). Plus 11 Bank Holidays.
8. Other conditions of service shall be those applying to employees of Community Advice Fermanagh.

Community Advice Fermanagh is an equal opportunities employer and welcome applications from all sections of the community.

Please return this form by 5pm on Wednesday 23rd of April to:

browntree@communityadvicefermanagh.com.