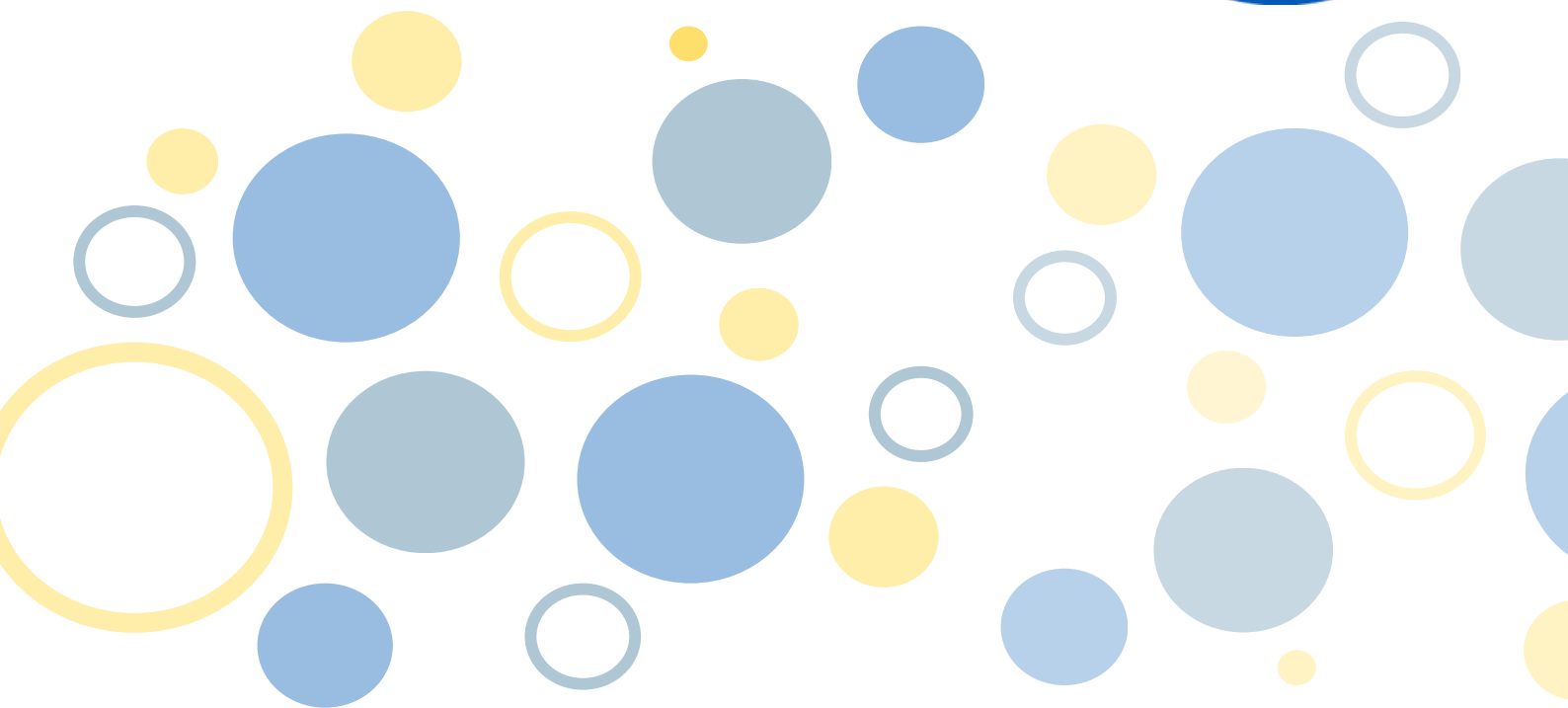


Perth Citizens Advice Bureau



Administrator

Applicant Information Pack



Thank you for your interest in our vacancy!

Perth Citizens Advice Bureau (CAB) has been operating in Perth and Kinross since 1942 and throughout the past eight decades we have been responding to the needs of citizens and providing advice and information on a range of topics including money advice, benefits and debt, energy advice, consumer issues, family issues, employment, immigration and housing issues.

We have a team of 34 staff and 41 volunteers and together we support over 8,000 individuals each year.

The CAB service is vital for the communities we serve, from Kinloch Rannoch to Coupar Angus, from Comrie to Kinross. We support any citizen in Perth and Kinross with high quality advice and information supporting them at all stages of life.



Our Aims

- To ensure that individuals do not suffer through lack of knowledge of their rights and responsibilities or of the services available to them, or through an inability to express their needs effectively and equally
- To exercise a responsible influence on the development of social policies and services, both locally and nationally

Our Principles

Free

Confidential

Impartial

Independent

Accessible

Effective



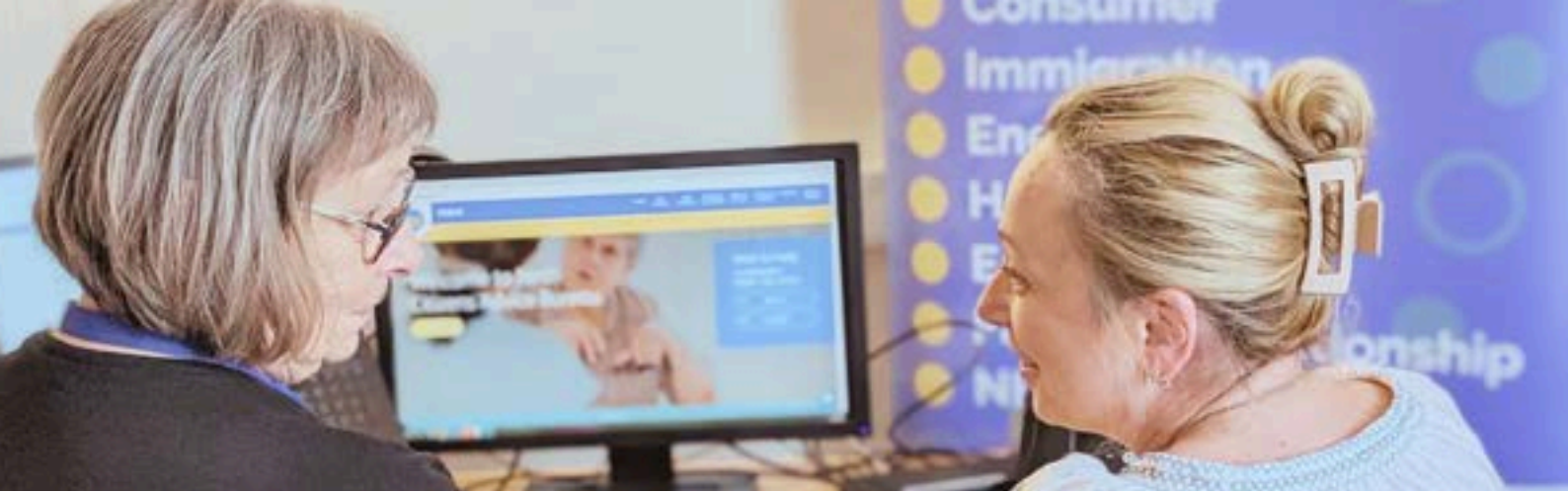
Our Vision

- We believe that everyone in Perth and Kinross should have access to free, impartial and confidential advice that helps them make informed decisions whenever they need it
- Our vision is a Scotland where everyone has the advice and information they need to realise their rights and where barriers to accessing those rights are effectively challenged

Our Mission

- We help people navigate systems and access their rights
- We build resilience in local communities
- We support the realisation of human rights
- We help change policies and practices to ensure they work for people





Why work with us?

Our team of staff and volunteers are our greatest strength and make Perth CAB a great place to work.

Work/life balance is as important to us as it is to you and our working practices support this as much as possible. We offer generous annual leave and flexible working opportunities.

We strive to have a work environment where staff thrive in their roles and ensure that staff have all the tools and learning opportunities to carry out their roles enjoyably and to the best of their abilities.

Our cultural values are:

- Empowering
- Supportive
- Inclusive
- Collaborative



The Role

Job Title:	Administrator
Responsible to:	Finance and Resource Manager
Location:	Perth Office - South St Johns Place
Hours per week:	35
Salary:	£23,664 - £25,037 (+6% pension)

Summary of Role

The Administration Officer is responsible for supporting the administrative functions of the organisation.

Working closely with colleagues in the admin and core team they will ensure that the reception function and admin office provides high levels of support to the staff and volunteering team and clients. The Administration Officer will also support the Finance and Resource Manager and CEO with administrative tasks.

Main Responsibilities

1. Covering reception duties on a rota basis scanning and distributing all incoming and outgoing letters, emails and client documentations as required.
2. Assisting general admin inbox duties including incoming and outgoing emails and letters, signable requests, booking client appointments, attaching documents to case recording system
3. Support the CEO/Finance and Resource Manager with monitoring tasks in relation to HR and Health and Safety
4. Carrying out activities in relation to the premises function to support the smooth running of operations conducted at the bureau including updating databases, daily/weekly maintenance checks, contacting contractors, organising regular maintenance checks.
5. Ordering and maintaining office supplies including stationery, printed materials and housing keeping.
6. Ensure good housekeeping in the office.
7. Overseeing the room booking system, including interview and meeting room bookings, and set up and sending out invitations
8. Supporting the Chief Executive and Business Development team with setting up meetings, training and events
9. Provide support to the Volunteer Support Team with volunteer recruitment admin
10. Take minutes and action points from allocated team meetings
11. Assisting volunteers and staff in the office with issues as they arise
12. Work within all policies and procedures

Any other relevant activity as required by the Finance and Resource Manager or CEO



Person Specification

Essential

- Have knowledge of administrative functions
- Have experience using microsoft office
- Have excellent organisational skills with the ability to structure processes and set up efficient systems
- Be able to maintain high standards of customer service
- Ability to act with confidentiality, tact and discretion
- Be consistent and accurate and have an eye for detail
- Learn quickly, be adaptable, flexible and able to work in an ever-changing context
- Be able to take initiative
- Have well developed interpersonal skills
- Experience of following procedures to ensure accuracy and confidentiality
- Experience of working within a busy environment
- Experience of following procedures to ensure accuracy and confidentiality
- Experience of working within a busy environment

Desirable

- Experience of working within an administrative role
- Experience of using a range of IT tools to carry out work, including case management systems and booking systems
- HNC or equivalent in Administration
- Be able to take a creative problem-solving approach



How to apply

To apply please send your CV with a covering letter outlining your suitability for the role to:

finance-hr@perthcab.org.uk

Closing Date is 5pm on Monday 21st July

We would welcome any approach for an informal chat to discuss this role. To set up a time to chat with Hannah Cobban, our Finance and Resource Manager, please email finance-hr@perthcab.org.uk

Our Privacy notice for applicants is available on our website www.perthcab.org.uk or on request

