**Job description and person specification**

**Facilities Administration - approximately 10 hours a week**

* Have an overview of all WCA premises under guidance of Head of Finance and Business Support.
* Liaise with Facilities Management company to complete any building repairs or Health & Safety requirements.
* Advise other staff regarding general premises issues where relevant.
* Ensure systems are in place to carry out H&S checks at all WCA locations.
* Ensure adequate records are kept of H&S checks according to statutory guidelines.
* Co-ordinate, under guidance of Head of Finance and Business Support, the return to office for all paid staff and volunteers
* Promote H&S awareness and best practice amongst all WCA staff and volunteers.
* Take responsibility for your own health and safety and that of others.
* Ensure company policies are followed.
* Managing the office booking sheet with bookings made by other organisations.
* Carry out risk assessments.
* Support the Head of Finance & Business Support with fundraising/grant applications including town and parish councils.
* Process orders, such as ordering stationery, hand towels etc

**Core Administration- approximately 25 hours a week**

* Oversee and populate the booking sheets with available appointments
* Contacting clients to confirm appointments and offer appointment reminders via phone or/and letter
* Ensure accurate records of the contact made with clients are maintained
* Responsibility for taking and passing on messages from the Debt and General and Benefits email inboxes and answerphone. Also the info@ box, hard to reach referrals. And the cancellation line@ account
* Printing and post (incoming and outgoing)
* Documents pending task list
* Appointment reminders (when Lucy is off)
* Adding months etc to the rotas
* Ensuring all relevant documents are uploaded to the client recording system
* Liaise with the Supervisor team and Team leaders about cancellations or enquiries as necessary
* Undertake any other administrative task as required under the direction of the Team Leader and Supervisor Team.
* Communicate effectively with the team to provide ongoing support and ensure the smooth running of the outbound service.

**Other duties and responsibilities**

* The duties and responsibilities in this job description may vary over time. The post holder may be required to undertake other tasks as agreed with their Line Manager.
* The job will require the candidate to be based at one of our main sites Chippenham, Devizes, Trowbridge or Salisbury. Some travel may be required between sites should the need arise. All expenses will be covered.
* Some of the role may be able to be carried out from home.

**Person Specification**

**Essential**

1. Previous administrative experience.
2. Ability to visit sites across Wiltshire as required.
3. Understanding of and commitment to the aims and principles of the Citizens Advice service and its equal opportunities policies.
4. Ability to monitor and maintain own standards.
5. Ability to work on own initiative, prioritise own work, meet deadlines.
6. Good interpersonal skills.
7. High standard of written and oral communication skills.
8. Skills in Microsoft Office Word/Excel and google docs.
9. Flexible approach and willingness to work as part of a wider team.
10. High attention to detail with the ability to maintain systems for recording and monitoring.
11. Effective organisational and time management skills.
12. Commitment to the values of Wiltshire Citizens Advice and willingness to work within the wider team to achieve strategic objectives.