

**Administrator**

**Citizens Advice Greenwich - *Seafarers’ Advice and Information Line (SAIL) Service***

**Please note that no previous experience of working with seafarers or specialist knowledge of seafarers is required for this post. Training will be provided.**

Job pack

Thanks for your interest in working at Citizens Advice Greenwich. This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice.

In this pack you’ll find:

* Our values
* 3  things you should know about us
* Overview of Citizens Advice and Citizens Advice Greenwich
* The role profile and personal specification
* Terms and conditions

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| **https://lh6.googleusercontent.com/rV1VVWtESnRAKSo3e13UMETr74uMYm9lmKs6dFFHdlb3XGEZc35rXp0iFmd31iU-rIFvyPOFHd4kMyJdlYti3PXVIC-MSurFNhQsHJju-Awy1zUs-wWpZd-GSaPZfsQlilu9xteE Our values**  **We’re inventive.** We’re not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren’t working.  **We’re generous.** We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone**.**  **We’re responsible.** We do what we say we’ll do and keep our promises. We remember that we work for a charity and use our resources effectively. |
| |  |  | | --- | --- | | **https://lh4.googleusercontent.com/YD2WcOy-gr-26_A0DWW09BgqTpDqNjFUp2tza7MO4VNgpHTgSrc2v6FSsEV4uPbFWolJl-jrhtXZffr3rkY1htq4wq-FnAdKVlJs8Pwv9Nb7_AODROhWG1-xgu3rLmxJoQtzv0RP** | **3 things you should know about us** |   **1. We’re local and we’re national**. We have 6 national offices and offer direct support to people in around 300 independent local Citizens Advice services across England and Wales.  **2. We’re here for everyone.** Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won’t turn people away.    **3. We’re listened to - and we make a difference.** Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us. |

  **Citizens Advice Greenwich and the role**

The Seafarers’ Advice and Information Line (SAIL) is part of Citizens Advice Greenwich. SAIL is funded by three maritime funders, Seafarers Hospital Society, The Seafarers’ Charity and Greenwich Hospital. SAIL provides advice and casework to seafarers and their families across the U.K. For more information please visit our websites at [www.sailine.org.uk](http://www.sailine.org.uk) and [www.greenwichcab.org.uk](http://www.greenwichcab.org.uk)

This role is to provide administrative support for the service and team. This will include dealing with client emails and letters; updating SAIL’s social media; taking minutes; administrative duties connected to SAIL’s social media and publicity work. The successful candidate must have experience of providing administrative support, updating social media and other general administrative duties. *No previous experience of working with seafarers is required and training will be provided to enable the adviser to effectively help this client group.*

The SAIL office is located in Central Greenwich, near the Cutty Sark, Greenwich Market and Greenwich Park. The main Citizens Advice Greenwich office if located in Woolwich. The successful candidate will be required to work from the offices.

You will need to be able to work well as part of a team and independently and be committed to our policies, aims and objectives.

  **Role profile**

**Duties**

**Administration**

* Provide administrative support to the CEO; SAIL Manager; Advisers and team
* Open, record and distribute incoming post and emails, and prepare outgoing mail and emails for despatch
* Use the Citizens Advice Casebook system, e.g. to record client emails and letters (training will be provided)
* Maintain diaries and work records
* Maintain and order stationery supplies
* Answer the telephone and refer calls or take messages
* Use photocopier and other office machines as appropriate

**Social Media and Publicity**

* Working with the SAIL Manager, review and update SAIL’s social media. This will include the SAIL website, Facebook and X
* Undertake administrative duties related to SAIL publicity, such as sending out mail outs
* Help with administrative tasks as required for SAIL talks and publicity work
* Attend talks/publicity events/conferences to represent SAIL when required

**Correspondence, reports and other documents**

* Word process letters, documents and reports as required
* Maintain statistics and collate and produce to a prescribed format
* Produce information from spreadsheets and databases

**Finance**

* Make payments from petty cash within pre-determined limits
* Reconcile petty cash and prepare statements

**Public relations**

* Liaise with statutory and non-statutory organisations and represent the service on outside bodies as appropriate.
* Use influencing skills to promote SAIL and foster good relationships with external organisations.
* Liaise with our funders as and when required to ensure the smooth running of SAIL.
* Attend events to promote SAIL when required, for example attend our funders’ AGM

**Other duties and responsibilities**

* Help to arrange events
* Abide by health and safety guidelines and share responsibility for own safety and that of colleagues
* Any other relevant administrative and support duties required to ensure the smooth running of Citizens Advice Greenwich (and SAIL)
* Ensure that work undertaken reflects and supports the Citizens Advice service’s equality and diversity strategy
* Complete required training to comply with quality assurance processes.
* Carry out any task that may be within the scope of the post to ensure the effective delivery and development of the service.
* Any other reasonable duties

  **Person specification**

**Essential Criteria**

1. Ability to commit and work within the aims, principles and policies of the Citizens Advice service.
2. Proven understanding of equality and diversity and its application to the provision of advice.
3. Proven ability to provide good administrative support
4. Understanding of the issues affecting society and their implications for the client and service provision.
5. Ability to monitor and maintain own standards
6. Ability to plan and organise own work to meet deadlines under pressure
7. Ability to work on own initiative and as part of a team
8. Good verbal communication skills, including the ability to deal appropriately with a range of people both face-to-face and by telephone
9. Ability to write clearly and accurately, including drafting routine correspondence, and taking notes of meetings
10. Proven ability to use IT packages, including word processing / spreadsheet / database packages, social media and the ability to use email and to maintain an electronic diary
11. Basic numeracy skills and the ability to work within established financial systems

In accordance with Citizens Advice national policy we may ask the successful candidate to be screened by the DBS. However, a criminal record will not necessarily be a bar to your being able to take up the job.

  **Terms and conditions**

– Permanent contract

- Salary £23,402 p.a. pro rata – actual salary is £14,041 *(please note that this is not linked to the NJC scales and there is no automatic annual salary increase)*

- 3 days per week (21 hours), Monday, Tuesday and Friday.

- Closing date – 17th February at 9am

- Interview date – 4th March