

Job Opportunity: Administrator

citizens
advice

Derbyshire
Districts

Hours: Full-time (37 hours per week - some flexible working)

Contract: Permanent

Salary: £25,878 per annum

Location: Buxton, Chesterfield, Ilkeston or Matlock

(hybrid mix of home and office working, fully remote will be considered for the right candidates)

About the role:

We are looking for a **highly organised** and **proactive Administrator** to join our Administration Team. This is a varied and rewarding role, providing essential administrative support across our services and helping to ensure the smooth day-to-day running of our back office.

As an **Administrator** you will support projects across the organisation, in particular the **CEDA project**. You will act as a **first point of contact** for clients, playing a key role in delivering a **high standard** of client care. Your duties will include **booking and managing appointments** and providing clients with information about the services offered. **Manage incoming documentation** from clients and creditors as well as **prepare letters** and documents. Maintain **accurate records, statistics and reports**. Assist with filing, scanning, photocopying and other routine administrative tasks while working **collaboratively** with colleagues to support the service delivery.

We welcome and encourage applications from people of all backgrounds. We are proud to be a **Disability Confident Employer** and hold the **Derbyshire LGBT+ Rainbow Accreditation**.

Who we are looking for:

The ideal candidates will have:

- Excellent **communication skills** – both written and verbal (essential)
- A **non-judgemental, empathetic approach** to people (essential)
- Strong **IT and digital skills**, with the ability to learn new systems quickly (essential)
- A commitment to working to **deadlines, performance targets** and **KPIs** (essential)
- Experience of a **charity or voluntary sector** organisation (preferred)

What we offer:

We're proud to offer a comprehensive benefits package that supports your wellbeing, work-life balance, and professional growth:

- **Generous annual leave:** 35 days per year (pro rata), including all bank holidays and Christmas
- **Buy/sell leave scheme:** Flexibility to buy or sell up to one week of leave each year (pro rata)
- **Employee Assistance Programme:** Includes wellbeing support, free counselling, and lifestyle perks
- **Contractual sick pay:** depended on length of service
- **Long service rewards:** Extra leave and gift cards after five years of service and beyond
- **Workplace pension:** Auto-enrolment into our pension scheme
- **Hybrid working:** the option to work from home, if it works for you and for us

Successful candidates will be required to undertake a Disclosure and Barring Service (DBS) check and provide proof of Right to Work. Please note that Citizens Advice Derbyshire Districts does not hold a sponsor licence.

**To view and download the recruitment pack and to apply for the role visit:
www.citizensadvicederbyshiredistricts.org.uk/staff/**

Closing date: When a suitable candidate is found

Interviews: TBC

Job Description Administrator

Team: Administration Team

Reports to: Service Manager

Role purpose: To provide administrative support to projects across the organisation and assist with the day to day running of the back office.

Main responsibilities and tasks:

Money Advice Administration:

- Book and manage appointments for the Money Advice team.
- Provide clients with information about the services offered.
- Track and record the use of interview rooms, including informing the advisers of the order in which clients are to be seen and assign interview rooms accordingly.
- Type letters, documents and reports as needed.
- Extract information from spreadsheets and databases.
- Maintain and update statistics and produce reports in the prescribed format.
- Book venues for meetings, attend and take minutes as requested.
- Review monthly updates from Citizens Advice, CALS and MaPS for completeness.

CEDA Administration:

- Book and manage referrals and appointments for the CEDA team.
- Act as the first point of contact for clients via phone and email enquiries.
- Provide clear, empathetic, and professional communication to clients, including appointment reminders and follow-up messages.
- Provide clients with information about the services offered.
- Support the production of letters, documents and reports as needed.
- Assist with filing, scanning, photocopying, and other routine administrative tasks.
- Manage incoming documentation from clients and creditors and ensure it is securely stored and organised.
- Extract information from spreadsheets and databases.
- Maintain and update statistics and produce reports in the prescribed format.

Administration:

- Maintain employee and volunteer records, both electronic and hard copies.
- Order goods and services as required.
- Update the Local Service Search tool as necessary.
- Maintain stocks of leaflets and posters and order from suppliers as necessary.
- Ensure the office manual is up to date and maintained at all times.
- Deal with correspondence and emails quickly and efficiently reflecting a high standard of client care.
- Work with other staff providing support as necessary.
- Use photocopier, fax and other office machines as appropriate.
- Answer the telephone and refer calls or take messages.
- Send and respond to email.
- Word process letters, documents and reports as required.
- Maintain statistics and collate and produce to a prescribed format.
- Produce information from spreadsheets and databases.
- Arrange meetings as requested.
- Assist in organising events such as annual away day.
- Support the Senior Compliance Manager in maintaining the website and social media accounts.

Other duties and responsibilities:

- 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 the office.
- Ensure that work undertaken reflects and supports the Citizens Advice service's equality and diversity strategy.

Teamwork and relationships:

- Maintain positive and professional working relationships with all colleagues.
- Participate in team meetings, training sessions, and service reviews as required.
- Attend away days, development days and events.

Professional development

- Work with your line manager to identify and pursue your individual training and development needs.
- Keep up to date with policies, procedures and legislation relevant to the organisation and areas specific to the post's responsibilities.

Please note: This job description is not exhaustive or exclusive. It is intended as an outline of the key areas of activity and may be amended in line with the evolving needs of the organisation



Person Specification

Administrator

Team: Administration Team

Reports to: Service Manager

Role purpose: To provide administrative support to projects across the organisation and assist with the day to day running of the back office.

Essential:

- Excellent verbal communication skills including face to face, by telephone and by email.
- Ability to write clearly and accurately, including drafting routine correspondence, and taking minutes of meetings.
- Ability to use IT packages, including word processing and spreadsheets.
- Ability to provide administrative support and to maintain office systems.
- Excellent organisational skills.
- Ability to plan and organise own work to meet deadlines under pressure.
- Ability to monitor and maintain own standards.
- Ability to work on own initiative and as part of a team.
- Ability to maintain confidential information.
- Creative approach to problem solving.
- Positive, customer service oriented and helpful, including the ability to deal appropriately with a range of people both face-to-face, by telephone and by email.
- Ability to commit to and work within the aims, principles and policies of the Citizens Advice service.

Desirable:

- A good, up to date understanding of equality and diversity and its application to the provision of advice.
- Some experience of a charity or voluntary sector organisation is desirable but not essential.

Please note: This person specification is not exhaustive or exclusive. It is intended as an outline of the key areas of activity and may be amended in line with the evolving needs of the organisation