



Administration Worker – EUSS project Job pack

Thanks for your interest in working at North and West Gloucestershire Citizens Advice. 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 North and West Gloucestershire Citizens Advice
- The role profile and personal specification
- Terms and conditions
- What we give our staff

Want to chat about this role?

If you want to chat about the role further, you can contact Clare Knapman by emailing Clare.Knapman@gloscab.org.uk or calling 01452 527202 ext 236

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.

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.

How North and West Gloucestershire Citizens Advice works

North and West Gloucestershire Citizens Advice provides advice services to 13,000 people each year with 28,000 issues. We deliver services to the residents of Gloucester, Tewkesbury, Forest of Dean and Cheltenham. We provide the services with the help of 80 volunteers and 26 staff who provide advice face to face in a number of locations, as well as by email and telephone. Due to Covid, our services are provided by telephone and email and staff are currently based remotely.

Overview of Citizens Advice

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members.

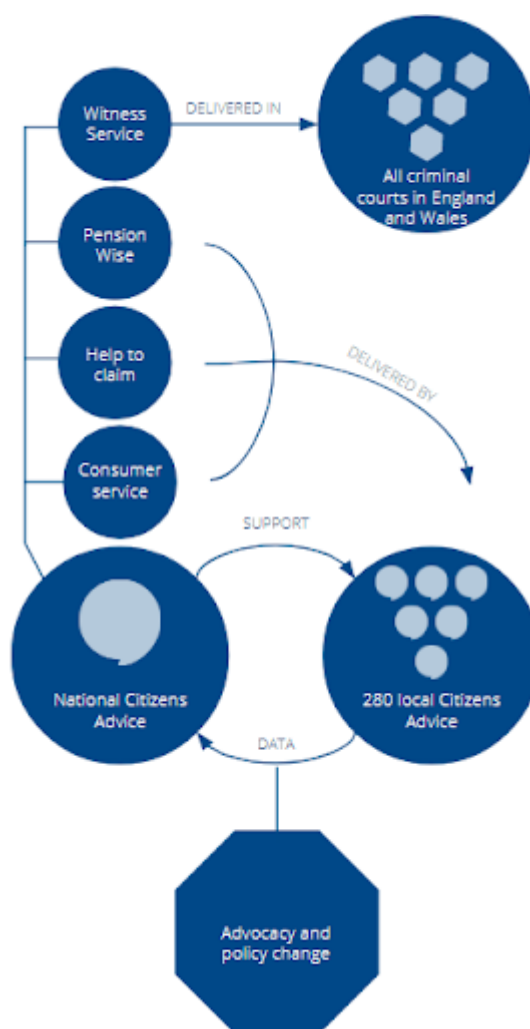
This role sits our network of independent charities, delivering services from

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons

They do this with:

- 6,500 local staff
- over 23,000 trained volunteers

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30 minute drive of where they live.





The role

This role is to support a team of advisers, who are helping vulnerable clients who need to apply to the Home Offices' EU Settlement Scheme. This is a 6 month contract which will initially be home based.



Role profile

Administration

- Create and maintain filing systems in accordance with the organisations systems and procedures.
- Update the Electronic information system, hard copy information system and other reference materials including Citizens Advice.
- Display and maintain stock of leaflets and posters for use throughout the project.

Engagement Work

- Create links with potential referral agencies and promote the project

Correspondence

- Use of photocopier, fax and other machines as appropriate.
- Answer the telephone, refer calls or take messages.
- Maintain and organise diary's and work records.
- Produce information from spreadsheets and database.
- Word process letters, documents and reports as required.



Person specification

Essential Criteria

- Ability to write clearly and accurately, communicate effectively face to face and on the phone.
- Ability to systematically manage a varied workload, prioritise and meet deadlines under pressure.
- Ability to maintain efficient administration systems with attention to detail and demonstrable ability to maintain accurate, up to date records
- Ability to take a brief, ensure the task is understood and then work independently.

Desirable Criteria

- Have Knowledge of the EU Settlement Scheme

In accordance with Citizens Advice national policy we will may 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

The salary for the role is £18,000 pro rata. The post is 3 days per week for 6 months, with 25 days annual leave (pro rata).