

**Essex Citizens Advice Macmillan Welfare Benefits Service**

**Hosted by Citizens Advice Uttlesford**

**Client Support Administrator**

Salary: £10,000 per annum

Hours: 18.5

**Responsible to:** CEO, Uttlesford Citizens Advice but working closely with the Project Manager of the Lead Accountable organisation (Citizens Advice Essex)

**Location**: "Place of Work" will be defined as the HQ of the employing LCA – a mixed home/office working model is expected to apply.

**Travel:** Subject to local travel expenses policies occasional travel may be required.

**For further information about this role, please contact:**

Kate Robson

CEO, Uttlesford Citizens Advice

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01799 526557

**Role Purpose:**

To assist project casework supervisors in the overall quality and compliance management for Macmillan-funded services across the Citizen Advice Consortium. The post holder will be employed by Citizens Advice Uttlesford

1. **Client services**
* Act as point of contact for new and existing clients when the countywide support line would otherwise not be staffed.
* Assess, log and action inward professional referrals and assist in the allocation of these to caseworkers.
* Assess, log and action in coming post and emails.
1. **Supporting Casework Supervision**
* Retrieve and collate key performance data from the Citizens Advice CRM (Casebook), phone system and referral platform .
* Supporting the monitoring of compliance of casework standards – including retrieving and collating data in respect to non-mandatory data collection, diarisation and key date setting by caseworkers.

1. **Stakeholder Engagement**
* As necessary, assist in maintaining and cultivating relationships with relevant external organisations, funders and partners.
* Maintain positive working relationships with hospitals and health professionals.
1. **Funder Liaison**
* Support the collation of project reports to the funder.
* Support in the collation of data and production of the Macmillan Annual Report.
1. **Practitioner Development**
* Assist in the delivery of practitioner development activities in liaison with LCA Chief Officers and supervisors – to support the development of advice within the county.
1. **Other duties and responsibilities**
* Carry out any other tasks that may be within the post's scope to ensure the service's effective delivery and development.
* Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
* Participate positively and pro-actively in supervision sessions, team meetings, and organisational-wide activities
* Help create a positive working environment in which equality and diversity are well-managed, and staff can do their best.

**Person Specification**

* Previous administrative experience.
* Understanding of and commitment to the aims and principles of the Citizens Advice service and its equal opportunities policies.
* Strong ability to monitor and maintain own standards.
* Ability to work on own initiative, prioritize own work, meet deadlines.
* Attention to detail.
* Written communication skills to level required for drafting correspondence, transcribing minutes.
* Skills in word processing/Excel/e-mails/using internet
* Experience interrogating and understanding data visualization applications such as tableau or similar.
* Ability to research, analyze and interpret information.
* Flexible approach and willingness to work as part of a team.
* Numeracy to the level required to carry out the tasks.