



Central and East
Northamptonshire

Reception/Admin Worker

Job pack

Thanks for your interest in working at Citizens Advice Central and East Northamptonshire. 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 Central and East Northamptonshire
- 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 Atwere Atwere by emailing danny.atwere@cencab.org.uk or calling 07539599711

Reception / Admin Worker

Salary: £19,000 Per Annum, Pro rata

Hours: 30 hours a week

Contract: Permanent

Location: Home-working/Northamptonshire

Reporting To: Advice Services Manager

Please apply via our website www.cencab.org.uk where you can download the application form and job pack. Alternatively, you can email recruitment@cencab.org.uk to request an application form and job pack.

If you have any questions regarding the role please contact us by email at recruitment@cencab.org.uk

Closing date: 23rd September 2022

We may close this vacancy if a suitable application is received before this date.

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 Central and East Northamptonshire Citizens Advice works

We help and provide advice for residents of Northampton, Wellingborough and East Northamptonshire.

We offer a multi-channel service with face to face, telephone and email to allow clients to access the support in the way that is right for them.

We help people find a way forward

We can all face problems that seem complicated or intimidating. At Citizens Advice Central and East Northamptonshire, we believe no one should have to face these problems without good quality, independent advice.

We give advice to thousands of people every year

When we say we're for everyone, we mean it. People rely on us because we're independent and totally impartial.

Last year, Citizens Advice Central and East Northamptonshire identified £5.2 million in income gains for 7,775 clients. Our clients discuss Benefits, Debt, Housing, Money and Employment issues with us throughout the year and are referred to other CENCA services so that they can receive holistic advice.

We also give advice on consumer rights on our [consumer helpline](#), support witnesses in courts through the [Witness Service](#) and give [pension guidance](#) to people aged over 50 [if applicable].

We make a difference

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.

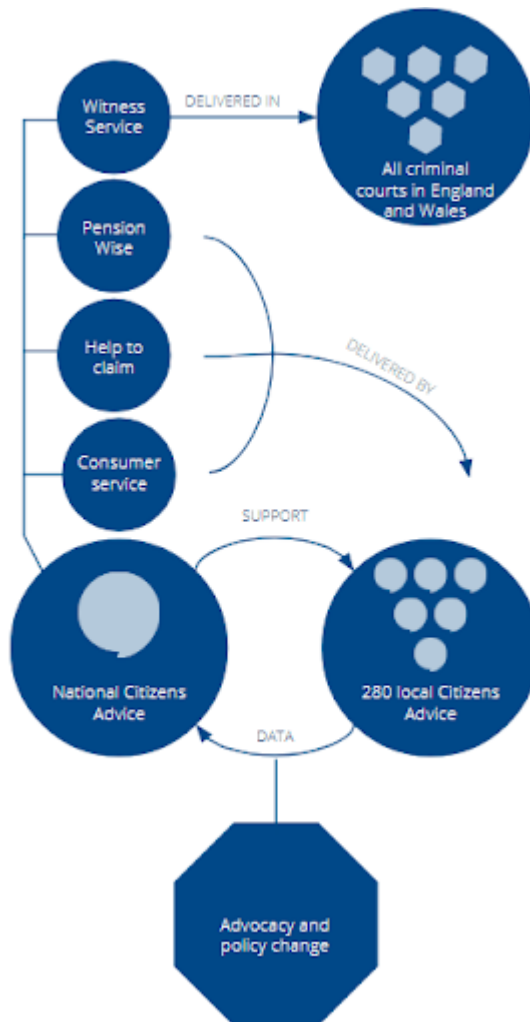
This role sits our network of independent charities, delivering services from

- 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

Citizens Advice Central and East Northamptonshire delivers generalist advice services in Northampton and Wellingborough.

As a Reception Worker you will be the first person point of contact for our clients when accessing all our delivery services, face to face, telephone and email.

You will have responsibility to make sure that all clients are welcomed and given to the appropriate person in relation to our advice services and project workers who see clients on an appointment basis.

You will work as part of a team and have support from colleagues during the working day.

We are looking for a reception worker with exceptional organisational skills, a welcoming manner with good IT skills to give the best first impression to all of our clients and visitors to our main office.

You will be working and have a commitment to the aims and principles of the Citizens Advice Service.

The role will include partnership working and building relationships with third parties to get the best outcomes for our clients.



Role profile

Reception

- Act as the first port of call for clients from across our diverse community.
- Handle incoming emails, and manage appointment
- Handle sensitive information to create accurate case records
- Provide a prompt, courteous and professional greeting to all telephone callers, signposting callers appropriately to relevant departments / offices.
- Provide information about the organisation to clients from a diverse range of backgrounds and cultures, where appropriate details of other agencies, point out leaflets / factsheets from Citizens Advice Public Website.
- Work collaboratively with other colleagues and strive to provide a service that is based on sensitivity and respect for clients.

Administration

- Create, maintain and archive paper and electronic filing systems in accordance with the organisation's systems and procedures.
- Assist with the incoming and outgoing post and deliveries.
- Manage room bookings.

Research

- Assist with research and campaigns work by providing information about clients' circumstances through the appropriate channel.

Correspondence

- Use of photocopier 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 databases.

Word process letters, documents and reports as required.

Recruitment and Training

Contribute to the selection, induction, training and day to day support of advice support volunteers for reception working in the organisation as required.

Use skills and competences to promote the organisation and foster good relationships with external organisations.



Person specification

Essential Criteria

Previous experience (or willingness to learn) of working in a receptionist or customer facing role with a proven track record of delivering excellent customer service.

Excellent communication skills both face to face and via telephone.

Proven ability to organise, prioritise and multi-task a varied workload with minimal supervision.

Experience of following set procedures and amending procedures to improve processes and running of a busy reception.

IT proficient with the ability to use email and maintain electronic diaries, together with a willingness to use other applications with relevant training if required.

In accordance with Citizens Advice national policy we may require 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

- **25 day's annual leave, pro rata (plus bank holidays)**
- **Auto Enrol Pension Scheme**
- **Enhanced sickness benefit after one-years' service**
- **Flexible working hours to the requirement of the role**



What we give our staff

- **Comprehensive Training**
- **Access to quality training materials**
- **Ongoing Development**
- **Annual Appraisals**
- **Regular reviews with line management**