

JOB DESCRIPTION

Post Title: Administrator (Money Management Service)

Location: Coventry

Job Purpose: To work within the Money Management team to provide high quality, flexible, administrative support. The post holder will be expected to work proactively to maximise the services effectiveness and efficiency.

Key Activities and Main Responsibilities:

1. Respond to both internal and external telephone calls from clients, partner agencies and other interested parties.
2. To process and record incoming referrals ensuring accuracy and action appropriately within a timely manner, following established processes and procedures.
3. Log accurate information onto established database/s & systems via agreed templates. Maintain and update the database/s accurately and efficiently with clients details/data records and information of actions.
4. Work closely with internal services and external partner agencies to ensure all external referrals are actioned and processed effectively, via current customer relationship management system
5. Provide general office and administrative support including but not limited to post, receiving and making phone calls, typing, printing, photocopying, scanning and filing.
6. Provide support to volunteers working within the department.
7. Provide relevant information for reports.
8. Update and access clients' personal data in line with GDPR guidelines and AUKCW policies and procedures.
9. Support with organising both internal and external meetings including management of calendars, room bookings, preparing paperwork and minutes.
10. Using established systems to ensure best value for money, when ordering items for the team or clients
11. Attend team and supervision meetings.
12. To adhere to all relevant organisation policy with particular reference to health and safety, GDPR and confidentiality.
13. To comply with all relevant legislation.
14. To undertake appropriate training and personal development as required for the role.

15. To portray a positive image of the organisation both internally and externally.

16. To undertake such other duties as may be reasonably required, consistent with the nature and grade of the post.

All staff have an individual responsibility to comply with the organisation's policies and practices.

This job description will be reviewed annually in line with appraisals.

Employee Signature: Date:

Please print name

All applicants with a disability who meet the minimum criteria, will be interviewed.

This position is subject to an enhanced DBS check and satisfactory references.

Person Specification – Administrator (Money Management Service)

You must be able to demonstrate in your application that you have:	Essential	Desirable	Tested At
QUALIFICATIONS			
GCSE Grades A-C or equivalent in English and maths	✓		A/I/T
KNOWLEDGE & EXPERIENCE			
Experience of administrative work in a similar office environment	✓		A/I
Experience of prioritising large and diverse workloads effectively	✓		A/I
Experience of producing and organising data for reports		✓	A/I
Experience of minute-taking, handling confidential information		✓	A/I
SKILLS & ABILITIES			
Good literacy and IT skills including data entry and proficient use of Microsoft Office: Word, Excel and Outlook	✓		A/I
Excellent written and verbal communication skills	✓		A/I
An ability to carry out tasks in an organised, efficient and methodical manner	✓		A/I
Effective planning skills with good time management, including the ability to work to tight deadlines and re-prioritise work as required	✓		A/I
Ability to listen and interpret information	✓		A/I
Ability to be proactive, take initiative, work independently and be self-motivated	✓		A/I
Excellent interpersonal skills	✓		A/I
PERSONAL QUALITIES			
Approachable and friendly	✓		A/I
Team focused approach	✓		A/I
Self-motivated	✓		A/I
Flexible	✓		A/I
Committed to continuously improving service delivery	✓		A/I
Customer focus	✓		A/I
Attention to detail	✓		A/I