

Recruitment pack: Receptionist / Administrator (fixed term until 31.03.20)

1. About GNWCAB

Glasgow North West Citizens Advice Bureau (GNWCAB) is an independent charity founded in 1981. We specialise in providing free, impartial and confidential information and advice services on issues ranging from debt, benefits, and welfare rights to consumer rights, finances and budgeting support.

The information and advice we give is compliant with standards set by the Scottish Government and Citizens' Advice Scotland. Our services are available to everyone in our local communities. We aim to make them as accessible as possible by promoting equality and diversity, and by challenging discrimination.

We run personal, drop-in advice sessions on Tuesdays, Wednesdays & Thursdays 9am-4pm at our bureau headquarters at 2nd Floor, 1455 Maryhill Road, as well as appointments for returning clients with complex cases. We also operate extensive outreach services, providing advice and information in local communities across North West Glasgow.

Our Bureau is one of the most progressive and dynamic advice and information services in the country. Our Bureau is made up of around 70% dedicated volunteers and supported with 19 staff members, and an experienced board of trustees. Collectively, the team has expertise in many areas relevant to our work, including welfare rights, immigration and asylum, and languages. Together we are working hard to achieve our aim of improving people's lives by providing the information required to overcome challenges they face, and by influencing the development of policies and practices locally and nationally.

2. About the job

Glasgow North West Citizens Advice seeks a talented Assistant Receptionist Administrator. The successful candidate will be joining a forward thinking and dedicated team engaging with a large volume of customers from a diverse range of communities through our advice services and projects.

The candidate must demonstrate that they have the right experience (preferably one year at least in a similar role in a fast-paced environment), and be a strong, confident communicator with excellent customer service skills and a positive, helpful, 'can-do' attitude. Our service currently operates complementary appointment and drop-in systems, which our local communities in North West Glasgow utilise and which are always in high demand. The successful candidate will work as our lead receptionist, managing our bookings systems and welcoming drop-in customers, supporting them to complete mandatory paperwork and direct them to the correct service.

3. Job Description

Duties include but are not restricted to the following:

- Serve the general public, as well as our volunteers and visitors, by greeting, welcoming, directing and announcing them appropriately.
- Managing our drop in triage service; assessing customer issues and suitability for the service, while managing their expectations of the service.
- Signposting clients to relevant organisations.
- Logging details of all service-user footfall onto our case management system.
- Maintaining diary and appointment booking system.

- Maintain security by following procedures and controlling access (monitor a logbook system for all visitors and volunteers).
- Answer, screen and field any incoming calls appropriately.
- Manage general Bureau email inboxes and action accordingly.
- Perform other clerical receptionist duties such as filing, photocopying, scanning, and faxing etc.
- Assisting senior management / chief executive in collating information for reports.
- Maintain inventory of office stationery;
- Managing petty cash receipts and tracker, and issuing petty cash reimbursements.
- Attending twilight board meetings every two months and taking minutes.
- Completing general administration tasks relating to bureau operation.
- Any other duties deemed appropriate to the role as and when required.

4. Terms and conditions (summary)

- **Hours:** 37.5 hours per week, Monday – Friday
- **Salary:** £20,000 p/a
- **Location:** GNWCAB, 1455 Maryhill Road, Glasgow, G20 9JA
- **Holidays:** 25 annual leave days plus 10 public holidays (office closures) per year
- **Pension:** 6% employers contribution pension

5. Person Specification

ESSENTIAL	DESIRABLE
Excellent customer service skills.	Experience of working advice or community based organisations.
Experience and knowledge across a range of Microsoft Office applications including outlook, word and excel.	SCQF level 6 or above in office / administration / secretarial studies.
Excellent written and verbal communication skills with a good telephone manner.	Experience of CRM databases- AdvicePro would be advantageous.
Ability to manage a fast paced reception environment.	Bookkeeping / finance experience.
General understanding of advice issues and the work GNWCAB does.	Working knowledge of data protection and GDPR procedures.

6. How to apply

Please email your current CV with a covering letter of no more than two pages, outlining how your experience matches the job description, and how you meet the person specification to: amber.cully@gnwcab.org.uk by 5pm on Friday 19th April 2019.

Alternatively you can post your CV and letter to: Amber Cully, GNWCAB, 1455 Maryhill Road, Glasgow, G22 9JA.

Further information about GNWCAB can be found on our website: www.gnwcab.org.uk