

|  |  |  |  |
| --- | --- | --- | --- |
| **Job Title:** | Support Officer | **Reports to** | Support Team Lead |
| **Location:** | Money Matters | **Travel required** | May be |
| **Level/Salary Range:** | £21,000 per annum FTE | **Position Type:** | Full Time over 4 days |
| **HR Contact:** | Office Coordinator/Operations Manager | **CLOSING DATE:** | 27/01/23 |
| **Applications Accepted By:** | | | | |

|  |  |
| --- | --- |
| **email:**  **recruitment@moneymattersweb.co.uk** | **Mail:**  Please note that not accepting applications via post |

|  |
| --- |
| **Job Description** |
| **Organisational context**  Here at Money Matters, we are building an integrated, inclusive and best-in-class organisation. Our aim is to deliver a holistic financial inclusion service to our clients. The delivery of this service requires the crucial role of Support Officer to aid and support our Financial Inclusion/Energy Advisors.  **Main Duties And responsibilities: -**  Support/Administrative Officers are individuals who can multi-task, are flexible and can work under pressure. Excellent Administration, organisational and IT skills are essential. The role requires that you have client contact and deal with vulnerable individuals; an approachable manner is required. You may be required to sign post and refer clients to other specialist sources of help where appropriate and perform other related duties as required.  **Preferred Skills: -**   * To have excellent communication skills and listen to clients’ views and concerns * To have an excellent telephone manner and an understanding of our client group * To be on reception dealing with the public face to face, to allocate appointments etc. * Have the ability to work well under pressure while prioritising workloads. * Build and maintain relationships with clients based on mutual respect, dignity and honesty. * Have the ability to problem solve, assess situations and make decisions in a systematic and decisive manner. * The ability to work well on your own or as part of a team. * To be computer literate. * Be enthusiastic and highly motivated. * To be Flexible in Behaviour and attitude at all times. * To have good time management skills * Keeps good attendance/time keeping * Work with internal and external colleagues, organisations and partners * To input data onto our case management system and to follow all our policies and procedures * To have the ability to work to deadlines and under pressure and in line with the Scottish National Standards for Information & Advice Providers   **Experience:**  There is no direct previous experience necessary of working in an advice setting as training will be given. However, good communication, excellent telephone manner and customer relationship qualities are essential for this role. Ability to have an understanding of Financial Inclusion in order to support client is crucial – although training will be provided.  **Purpose: -**  To engage in a wide range of duties that will support the administration team, deal with the public and assist the money advisers/welfare rights officers and the diverse range of activities undertaken by Money Matters Money Advice Centre Advice. |