



# Citizens Advice South Hams

Follaton House, Plymouth Road, Totnes, Devon, TQ9 5NE  
New enquiries: 03444 111 444 Existing enquiries: 01803 869230  
[www.southhamscab.org.uk](http://www.southhamscab.org.uk)

## JOB OPPORTUNITY

# Charity Administrator

## Post Details

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<b>Post title:</b>	Charity Administrator
<b>Salary:</b>	£17,220 - £19,425 full time equivalent
<b>Hours:</b>	16 hours per week
<b>Location:</b>	Based at Totnes office
<b>Report to:</b>	the Manager
<b>Benefits:</b>	3% pension contribution; 20 days annual leave + bank holidays (pro rata) + 3 discretionary days at Christmas

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Citizens Advice South Hams are pleased to be recruiting a part-time administrator to assist in the essential running of the charity.

The candidate will provide key administrative support across the organisation to ensure the charity efficiently and effectively meets clients' needs, continues to develop its capability and achieves its vision.

The successful candidate will be a highly motivated and conscientious, with the ability to work on their own and as part of a team. High levels of computer literacy are essential as are strong organisational skills, an eye for detail and the ability to develop and implement systems and procedures. The post will require a confident approach to handling large amounts of varied information.

An understanding of the aims, values and principles of Citizens Advice is essential.

This is a development opportunity and training will be provided for the right candidate.

The position will be based in Totnes for 16 hours per week, ideally over four days.

**Deadline for applications:** Friday 29<sup>th</sup> September 2017, midday

For more details and an application pack please go to [www.southhamscab.org.uk](http://www.southhamscab.org.uk) or for an informal chat speak ring Janie Moor on 07960933359.



Citizens Advice South Hams is an operational name of South Hams Citizens Advice Bureau Ltd. Company Limited by Guarantee.

Registered Office: Follaton House, Plymouth Road, Totnes, TQ9 5NE Registration Number 04349641. VAT Reg. No: 871 7257 03.  
Charity Registration No: 1091133 Authorised and regulated by the Financial Conduct Authority. FRN: 617737



## Charity Administrator Job Description

The post holder will provide key administrative support across the organisation to ensure the charity efficiently and effectively meets clients' needs, continues to develop its capability and achieves its vision.

### Responsibilities

- Create and maintain systems and procedures that support the training, operational and funding aspects of the charity's operation.
- Accurately update documents and records; organise and store paperwork and computer-based information in easily retrievable formats.
- Maintain the charity's website and support social media activities
- Support volunteer recruitment activities, marketing and fundraising events
- Support the development and integration of outreach work with clients
- Manage office petty cash
- Photocopy and print various documents, sometimes on behalf of other colleagues
- Work with colleagues to ensure that Citizens Advice South Hams adheres to data protection, health and safety and other workplace legislation.
- Follow Citizens Advice South Hams internal procedures
- Carry out any other tasks within the scope of the post to ensure the effective provision of the advice service.

### Person specification

1. Ability to commit to, and work within, the aims, principles and policies of the Citizens Advice service.
2. Able to make good use of IT systems and packages and electronic resources
3. Has excellent written and spoken communication skills
4. Can demonstrate strong administrative and organisational skills
5. Has a creative approach to problem solving and can set up systems and procedures in consultation with others
6. A willingness to undertake routine tasks, and takes pride in monitoring and maintaining accurate records and adhering to systems and procedures
7. Ability to demonstrate a flexible approach
8. A willingness to work independently, proactively and with tenacity
9. Is a good team player, with strong interpersonal skills
10. Has an understanding of equality and diversity and its application in the work place