

## Job Description

<b>Job Title:</b>	<b>Administration Assistant</b>
<b>Reports to:</b>	<b>Senior Social Worker</b>
<b>Responsible for:</b>	<b>N/a</b>
<b>Location:</b>	<b>Pontypridd, Wales</b>
<b>Grade:</b>	<b>7</b>
<b>Salary:</b>	<b>£14,731 (pro rata)</b>
<b>Job type:</b>	<b>Fixed Term, 12 Months</b>
<b>Full/Part Time</b>	<b>Part Time, 22.5 hours per week, working pattern to be agreed.</b>

### Job Purpose

To provide comprehensive administrative support service to the CISWO Pontypridd Office to enable the effective delivery of the charity's Personal Welfare support services, working as part of a team ensuring the efficient operation of the Regional Office.

### Key Responsibilities

- To take detailed referrals from individuals to the charity's personal welfare team either via telephone/email/website or visits to the office.
- To input data into the organisation's client database
- To prepare documentation to support the personal welfare team in dealing with client enquiries and home visits.
- Direct liaison with personal welfare staff and their clients to ensure our service is well coordinated and delivered to a high standard.
- To respond and process general enquiries from individuals and partner agencies, including other mining charities.
- To handle front line telephone enquiries and visitors to the office as part of the established administration team.
- To deliver a full range of office skills to a high standard including producing letters and reports, photocopying, scanning, filing, archiving and dealing with the incoming and outgoing post.
- Maintain and update the organisations filing system including updating of databases and electronic filing systems, alongside hard copy filing.
- Maintain general office systems and support the region with telephone/email messaging and diary updates.
- Assist with other administrative activities to provide additional support to other areas of the charity's operations when required.

- To cover administration team absences where required and ensure office administrative cover is maintained.
- To attend and participate in staff meetings.
- To participate in changing work practices, as agreed, to ensure effective co-ordination of services and communication.
- Promotion of the service where required.
- To participate in local and national training and development opportunities and to take responsibility for personal learning and development.
- To undertake additional reasonable tasks commensurate with the post.

### **Skills/Qualifications/Experience**

#### **Essential:**

- Excellent IT skills including use of databases and Microsoft Packages
- Excellent time management skills and the ability to prioritise work
- Attention to detail and problem solving skills
- Excellent written and verbal communication skills
- Strong organisational skills with the ability to multi-task
- Excellent customer service skills
- General office skills
- Understanding of confidentiality and dealing with sensitive issues
- Good general standard of education to at least GCSE level in maths and English as a minimum.
- Ability to prepare reports, arrange and organise meetings.
- Team working
- Experience of working in a busy office environment

#### **Desirable:**

- ECDL
- Qualification in administration to min NVQ level 3
- Experience of working in the charity / social care sector.
- Knowledge of the mining community.

*This job description reflects the major tasks to be carried out by the jobholder and identifies the level of responsibility at which the jobholder will be required to work.*

*This job description may subject to review and/ or amendment at any time to reflect the requirements of the job.*