



Administration Assistant (maternity cover) Job Pack

JOB TITLE:	Administration Assistant
SALARY:	£15,736.50 per annum (£26,227.50 FTE)
HOURS:	22.5 hours per week (ideally over 5 days, to be agreed)
LOCATION:	The role will be mainly based in our Winchester office
TYPE:	Fixed term for 9 months
REPORTING TO:	Michelle Preston, Office Manager
DBS:	This role will be subject to a Disclosure and Barring Service (DBS) check
CLOSING DATE:	Midnight on Thursday 5 March 2026

About this role

This is an exciting opportunity to join our admin team on a part-time temporary basis, to cover maternity leave. No prior knowledge of Citizens Advice is required as full training will be provided, but this is a very busy role, so we are looking for a highly organised and efficient administrator who is able to work independently to help ensure the smooth running of our service. The successful applicant will be based mainly in our Winchester office but should have the flexibility to work occasionally at our Wickham office or remotely if required (we will support the successful candidate to set up home-working, including providing equipment such as a laptop if needed). Working days and hours to be discussed and agreed to find a mutually acceptable arrangement.

The ideal candidate will be an organised, experienced all-round administrator with a high level of IT competency, and must be a great communicator in order to support the service with a wide variety of admin tasks.

Key tasks

Section 1: General Admin support

- Dealing with day to day incoming enquiries from clients, staff, volunteers and external agencies.
- Working with our volunteer admin team to ensure all incoming client post, emails and telephone enquiries are processed in a timely and efficient manner using the Citizens Advice CRM database (Casebook), in accordance with our systems and procedures.
- Covering volunteer admin absences to ensure advice enquiries are processed daily.
- Sending appointment reminders to clients.
- Assisting with the recruitment of Admin volunteers and carrying out their inductions and training.
- Carrying out Joint Annual Reviews (JARs) with admin volunteers, as required.
- Processing advice enquiries from HMP Winchester using their secure email system.
- Communicating with the admin team via the dedicated Teams chat function.
- Maintaining the volunteer rota system for the service (RotaCentral) - updating and circulating monthly, dealing with volunteer queries and producing monthly attendance reports.
- Providing administrative support to the management team and the service generally, as required.
- Producing information from spreadsheets and databases, preparing and writing documents and reports as required.

- Creating and maintaining filing systems in accordance with the organisations systems and procedures, ensuring data retention schedules are followed.
- Any other relevant administrative and support duties required to ensure the smooth running of the wider service.

Section 2: Winchester City Council Money Advice (WCCMA) project

A minimum of six hours per week will be dedicated to the Winchester City Council Money Advice project, working alongside the Caseworker to support tenants referred to the project by the WCC Housing Officers. This role includes:

- Processing incoming client post, emails and telephone enquiries using the Citizens Advice CRM database (Casebook) in accordance with our systems and procedures.
- Using the budget planner tool on Casebook to update a client's Financial Statement and generate letters to creditors.
- Making appointments with clients for WCCMA Caseworkers.
- Managing the WCCMA database including opening, closing and archiving cases.
- Liaising with clients, creditors and external organisations such as WCC.
- Ensuring client folders are tidy and conformant to office procedures.
- Managing other administrative tasks as required by the Caseworkers.

Section 3: Recruitment and Training Administration

- Assisting with administrative processes relating to the recruitment of new volunteers.
- Dealing with incoming enquiries from potential new volunteers.
- Preparing the templates for volunteer JAR's.
- Carrying out inductions of advice volunteers, as required.

- Organising internal training events (room bookings, internal booking confirmations and joining instructions).
- Processing booking requests (make bookings, confirm with delegate, send joining instructions etc.).
- Monthly tracking of staff and volunteer training, ensuring training records are kept up to date, and chasing any outstanding mandatory training.
- Monitoring Trustee training to ensure compliance with mandatory requirements, chasing as required.
- Following process for volunteer leavers and arranging completion of exit interviews.
- Assisting with preparation of materials for training sessions.
- Maintaining accurate records of training bookings and producing reports as required.
- Recording and analysing course feedback.
- Working with the Operations & Training Manager to ensure efficient running of the volunteer recruitment/training process.

Section 4: General

- Carrying out any other tasks that may be within the scope of the post to ensure the effective delivery of the admin function.
- Taking responsibility to monitor own workload and wellbeing, ensuring workload is sustainable and raising issues with the Office Manager where needed.
- Demonstrating commitment to the aims and policies of the Citizens Advice service, including equal opportunities policies.
- Keeping up to date with policies and procedures relevant to CAWD work.
- Maintaining close liaison with relevant external agencies.

- Abiding by health and safety guidelines and sharing responsibility for own safety and that of colleagues.

Person specification

Essential Skills

- 1) A skilled administrator, with recent experience in a busy role.
- 2) Up to date knowledge of Microsoft Office packages, high level of IT competency and good keyboard skills.
- 3) The ability to work at a good pace, while providing efficient admin support with a high level of attention to detail and accuracy.
- 4) Excellent interpersonal skills with the ability to communicate effectively and accurately, in writing, face-to-face and on the phone, with a confident telephone manner when speaking to clients, creditors and partner organisations.
- 5) Highly organised and pro-active, with the ability to manage a busy and varied workload, prioritise and meet deadlines under pressure.
- 6) Ability to work effectively as part of a team, with the self-motivation to work independently.
- 7) Commitment to continuing professional development, and to learning the necessary skills to undertake all tasks in the Job Description to a high standard and within agreed timescales.

Generic requirements

- 1) Ensuring that work reflects and supports the Citizens Advice equality and diversity strategy.
- 2) Monitoring and evaluating activities appropriate to the role and contributing to service planning processes by providing regular reports and feedback on the areas of responsibility.
- 3) Attending regular meetings relevant to the role (staff, team, etc.).
- 4) Working cooperatively with colleagues and encouraging good teamwork, clear lines of communication and common practices within the team.
- 5) Abiding by health and safety guidelines and sharing responsibility for own health and safety and that of colleagues.
- 6) Identifying own learning and development needs and taking steps to address these.

- 7) Carrying out any other tasks within the scope of the post to ensure the effective delivery and development of the service.

About Citizens Advice Winchester District

Citizens Advice Winchester District is a local, independent charity that aims to improve the lives of local people through advice, support and campaigning. Our free advice service helps people to overcome their problems, uphold their rights and create a fairer society for all. Our service is here for everyone. We don't discriminate or judge and we deliver our advice with compassion and kindness.

Our values

We're inventive. We're not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren't working.

We're generous. We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

We're responsible. We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.

What we give our staff

Citizens Advice Winchester District is a great place to work! If you join us, you are guaranteed:

- Competitive rates of pay (within the charity sector)
- Excellent training opportunities.
- A fantastic opportunity to launch or progress a career in the voluntary sector, developing a wealth of useful knowledge, skills and experience.
- Confidential Employee Assistance Programme.
- A company that is committed to its employees, valuing their knowledge, wellbeing, creativity and flexibility.
- The chance to work with amazing people within a nationally recognised charity.

The Citizens Advice service values diversity, promotes equality and challenges discrimination. We encourage and welcome applications from people of all backgrounds. We particularly welcome applications from disabled and Black, Asian and Minority Ethnic people, as they are currently under represented in our workforce.

Three things you should know about Citizens Advice

1. We're local and we're national. We have six national offices and offer direct support to people in around 300 independent local Citizens Advice services across England and Wales.

2. We're here for everyone. Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

3. We're listened to - and we make a difference. Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

Overview of Citizens Advice

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members.

This role sits in our network of independent charities, delivering services from

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons

They do this with:

- 6,500 local staff
- over 23,000 trained volunteers

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30 minute drive of where they live

