

PENSION WISE SERVICE DELIVERY ADMINISTRATOR

Reporting to: Pension Wise Service Manager

Purpose of Post: Provide administrative support to ensure the efficient and effective delivery of the Pension Wise service

Hours: 25 per week Monday to Friday, 9.30 to 3.00 pm with an unpaid half hour lunch break.

Location: Home based, with regular attendance at Aldershot office when required (NB location may be subject to review as pandemic restrictions change)

Salary: £19,603 FTE – Actual Salary £13,245 (£10.19 per hour)

Job Description

1. Respond to and manage incoming referrals effectively via telephone and online systems, to meet service and quality requirements.
2. Use the case management system (Casebook), calendars and other software as appropriate to schedule appointments and provide reports as required.
3. Support the management of appointments and diary systems for the Pension Wise service.
4. Share responsibility for wider administration support, including client data, summary documents and associated tasks.
5. Provide practical and technical administrative support to Pension Wise guiders to ensure efficient service delivery.
6. Take responsibility for incoming and outgoing emails, post and other correspondence as required.
7. As in person and outreach services resume, support the administrative work required to enable effective service delivery.
8. Collect and collate data to meet national service requirements where required.
9. Support the wider management of the service, to include
 - a. Relevant support for meetings
 - b. Preparing and collating reports as required
10. Abide by health and safety guidelines and share responsibility for own safety and that of colleagues, particularly in relation to outreach work.
11. Attend appropriate training and attend internal and external meetings where agreed.
12. Other relevant duties to ensure the smooth running of the service when required.

Person Specification

- 1. Able to demonstrate proficient and competent administration skills, including effective use of IT (e.g., Case Management, IP telephony and Word and Excel).**
- 2. Confident and clear telephone manner, with good customer service skills, and the ability to communicate effectively with people from different backgrounds.**
- 3. Ability to work accurately and methodically, with thorough attention to detail.**
4. Ability to work independently, manage competing priorities, and monitor and maintain required quality of work.
5. Flexible and supportive approach, with a commitment to team working, and a positive approach to requests for help.
6. Able to understand and commit to the aims and principles of the Citizens Advice service, and its equality and diversity policies.