



## **Project Administration Worker** **Job Description and Person Specification**

<b>Post:</b>	Project Administration Worker
<b>Line Manager:</b>	Client Services Manager
<b>Salary:</b>	NJC scale points 11-13 currently £17,007-17,391 gross per annum pro rata (£9.32 to £9.53 per hour)
<b>Hours:</b>	7 hours per week.
<b>Contract:</b>	This post is a fixed term to 31 March 2019 (subject to successful completion of probation period). This may be extended subject to funding
<b>Annual leave:</b>	Full time entitlement to 25 days plus Bank Holidays, plus 2 days discretionary leave over the Christmas/New Year period. Leave including Bank Holidays will be pro-rata according to hours worked.
<b>Location:</b>	Based in our Brighton and Hove office at Hove Town Hall, Tisbury Road, Hove.
<b>Context:</b>	<p>Money Advice Plus provides a range of debt and money management services to tackle some of the causes and effects of poverty and protect people from financial abuse. We make a difference to people's lives by helping them to manage their money, achieve greater financial independence and decrease their anxieties about debt. We also have a money management service where we offer practical help and can receive and distribute income on clients' behalf.</p> <p>Staff are trained and supported to promote a person centred approach in supporting clients to empower them to take control of their lives and increase their own financial capability and improve their money management skills.</p>
<b>Closing date</b>	<b>10am Thursday 6<sup>th</sup> December 2018</b>
<b>Interview date</b>	<b>Monday 10 December 2018</b>

## **Purpose of the job**

The Project Administration role is crucial to the operation of many of our short-term advice projects. You will be speaking to people seeking advice to organise appointments and you will also be dealing with enquiries from referrers. You will need to be committed to keeping accurate records and to working systematically to manage your workload.

## **Duties and Responsibilities**

### **1. Project Administrator duties**

- 1.1 deal with referrals into the projects and liaise with referrers
- 1.2 contact people referred to arrange appointments by phone, email and letter
- 1.3 update our online appointments system and send text reminders prior to appointments
- 1.4 maintain records of where people referred to Money Advice Plus are within the system using a database and provide regular reports to our funders
- 1.5 assist Project teams with other reporting information as required
- 1.6 provide occasional administrative support to advisers within the team.
- 1.7 attend project meetings as required

### **3. As part of the Money Advice Plus team (applicable to all members of staff)**

- Ensure the practical application of Money Advice Plus Equal Opportunities Policy
- Be self servicing
- Take care of their own health and safety at work and that of other employees and to co-operate with their employer in complying with statutory duties.
- Work as part of the entire Money Advice Plus team
- Take an active part in regular team meetings and be involved in development of the service. This may include, for example, taking on special responsibilities within Money Advice Plus
- Work within a confidential environment and adhere strictly to Money Advice Plus confidentiality policy
- Follow Money Advice Plus policies and procedures as contained in the staff manual
- Cover other members of staff during sickness, holidays etc and participate in rotas
- Work with volunteers.
- Assist with collecting statistical data.
- Attend meetings
- Promote the Service, its aims and objectives as required.
- Prepare work in advance as far as is possible, and to leave clear instructions with your line manager for outstanding work when taking planned leave
- Co-operate with other members of staff and be actively involved in the development of good working practices
- To contribute to the overall success of the organisation within its aims and objectives

- Structure and monitor time adequately to manage the workload and other specific tasks
- Any other duties required, which may be deemed to fall within the scope of the post

#### **4. As part of personal development**

- Participate in staff development and training programmes including formal support, attend training courses and complete all required training to satisfactory standard.
- Read information and relevant material
- Develop skills in assessing the needs of particular client groups

This job description is subject to review and may be changed to meet the developing needs of Money Advice Plus and those whom it seeks to support.

### **Person Specification**

#### **Essential requirements for all applicants**

##### **1. Experience**

Confident using computers, particularly Microsoft Word, Outlook and Excel, and Internet

##### **2. Knowledge**

Willingness to attend training in safeguarding vulnerable adults & to develop skills in order to notice & raise any concerns of abuse in accordance with procedure  
Learn new systems (for example how to operate the phone system)

##### **3. Skills**

#### **Communication**

When speaking to clients in person and on the telephone to be able to

- Remain calm and re-assuring
- Listen and communicate clearly and effectively
- Listen and if necessary to take an accurate message
- Give information in a concise way
- Treat service users with courtesy and respect at all times
- Have regard for the concerns of clients and other callers
- Communicate with colleagues to ensure a full understanding of tasks and situations

#### **Carrying out tasks**

- calmly and efficiently
- Paying close attention to detail
- methodically
- Work on a self supervision basis, prioritise own work and meet deadlines

- Contribute effectively to the efficient running of the office
- Be innovative in ways that could increase the efficiency of the office

### **Working in a team**

- Carry out tasks given by other members of the team
- A commitment to working in a mutually supportive team environment
- A willingness to familiarise self with and to adhere to MACS' policies and procedures
- Work with other team members and assist with volunteers to ensure a smoothly operating reception service
- To be able to work constructively within a staff team in an open plan office

### **General abilities**

- A commitment to maintaining personal boundaries
- Maintain the aims of the service specifically relating to confidentiality and Equal Opportunities
- Able to follow instructions and guidelines
- Good planning skills
- Good problem solving ability

### **Organisational**

To be able to

- Handle money and follow procedures confidently, accurately and methodically
- Carry out tasks as given by other staff calmly and efficiently
- Contribute effectively to the efficient running of the office
- Organise your time and work
- Prioritise work and communicate this with colleagues

### **Personal**

- Demonstrable reliability and honesty

To be able and willing to

- Be punctual and reliable
- Work flexibly
- Maintain the aims of the service specifically relating to confidentiality and Equal Opportunities
- train and learn new skills
- be flexible and self motivated and able to undertake tasks contained in your job description using your own initiative
- Be able to examine own prejudices and feelings to ensure an equality of service to all clients
- Be able to recognise the need for and the ability to maintain personal boundaries

November 2018