

## **JOB DESCRIPTION**

**JOB TITLE: Administrator**

**Community Money Advice County Durham (CMACD)**

**HOURS and SALARY:**

£12.71 per hour starting salary 25 hours per week



**REPORTS TO:**

**Community Money Advice County Durham Manager**

### **Overall responsibility of the job:**

- To be responsible for supporting our team of Case Workers and Debt Advisers in their task of providing debt solutions and benefits advice to our clients.
- Dealing with enquiries from clients, referrers and creditors, whether by telephone, email, or post, and communicating with the relevant members of the advice team, and processing incoming and outgoing communications

### **Durham Christian Partnership's purpose:**

- To build relationships and work in partnership with other service-providers.
- To help build community.
- To promote diversity, equality and inclusivity in all we do

### **Role of the CMACD administrator:**

#### **CMACD Office**

- Be a first point of contact for enquiries regarding CMACD from potential clients, referrers, creditors and the public who come into contact with the office, whether through telephone, email, post or online referral portals.
- Process incoming post and emails for the adviser team, ensuring that any client paperwork received is complete then scanning and sending documentation to the relevant adviser.
- Process outgoing communications for the team whether by email or post.
- Maintain availability of suitable resources to assist all the Debt Advisers
- Ensuring that the office printers, scanners, franking machine and other office equipment are maintained.
- Liaising with the team to ensure that the CMACD office is a safe space for all clients, staff and volunteers, and client confidentiality is respected.

#### **Data**

- Ensure all data is handled discretely, stored securely, and entered accurately onto the case management system and any other systems in use.
- Comply with all GDPR requirements and the DCP Data Protection Policy
- Maintain the referrer contact database

#### **Client and Creditor Liaison**

- To listen to clients and respond in a way consistent with the Durham Christian Partnership's ethos
- To forward case updates to the appropriate Debt Adviser as soon as they arise.
- To adhere to DCP and CMACD's policies and procedures.
- On instructions of the debt advisers, carry out credit searches, communicate with creditors by telephone, email and post to obtain information, provide updates and communicate debt solutions, throughout the debt advice process.

#### **General**

- To attend training and CMA events as requested by the Manager
- To do any other tasks as requested by the Manager that are in support of CMACD and within the abilities of the post holder
- The first 6 months of employment will be on probation.

## **Working pattern and Location**

- Part time Monday to Friday 25 hours
- You will also be based at our offices at, Office 15 Durham Workspace, Abbey Road, Pity Me, Durham, DH1 5JZ. Free parking is available on site.

## **Holidays**

- 6.2 x weekly hours per year. Some holiday days will be mandatory to be taken during closures of your place of work, the office is closed for the period between Christmas and New Year.

## **Pension**

- There is a workplace pension scheme in operation with an employer contribution of 3%.

## **Training to be provided**

- Induction training – DCP governance, administration, and operations.
- Client case management systems, full training to be given.
- Other training such as online courses so that the Admin support is sufficiently familiar with the work that the advice team does
- This is a position in an established charity, which may evolve over time, attracting relevant duties and responsibilities as they arise

## **Person Profile**

### **Key Skills**

- Excellent organisational skills and attention to detail
- Strong computer skills including regular use of Windows, email, Internet, Word, Excel, and (Microsoft Office)
- Strong interpersonal skills and the understanding to engage with and support vulnerable people empathetically and sensitively
- Ensures exemplary communication standards, combining precise written and verbal English with accuracy for legal compliance and effective telephone engagement.
- Maintain strict confidentiality in all aspects of work.
- Work effectively as part of a team.
- Adapt flexibly to multiple and varied tasks and demands.

### **Desirable**

- Experience of working in a fast pace environment
- Excellent organisational skills
- An understanding of mental health issues and how these can affect peoples' relationship with money and debt issues

## **Personal Attributes**

- Support the Christian values of The Durham Christian Partnership
- Non-judgemental attitude
- Empathy for vulnerable people
- Trustworthy with confidential information
- Ability to work unsupervised, under pressure and to deadlines
- A team player who values the different strengths that colleagues bring to the team
- Flexible and adaptable, a "can do" attitude
- Honesty and integrity
- Value all the people who come into contact with or work in Durham Christian Partnership