

**JOB TITLE:** Administration Assistant

**JOB SUMMARY:** To provide administrative/clerical support to the Grant Assessment team/s and ensure the day to day smooth running of the departments systems and procedures.

**HOURS:** 37.5 hours per week Monday to Friday 9am to 5pm unless agreed otherwise in writing.

**SALARY:** £17,500

**ORGANISATIONAL RELATIONSHIPS:** Responsible to Team Manager or other designated senior team member.

### Specific role duties

- ★ Receipt and distribution of correspondence allocated to Assessment Team. Ensure that all correspondence receives appropriate and quick acknowledgement/reply if required.
- ★ Data entry (daily) and the accurate recording of all information taken from paper application forms onto bespoke database, self-audit and checking of input data.
- ★ Receiving and handling telephone calls from applicants and other external contacts. Handling or transferring to the appropriate person to ensure complete and correct information quickly and with excellent customer service.
- ★ Providing information by telephone and in writing for organisations and applicants regarding individual queries (by agreement with Team Manager) application processes, grants for organisations and dispatch of relevant application forms.
- ★ Maintain excellent contact and relationships with external agencies by routine and pro-active contact, advice, provision of information and assistance in a manner to enhance the Trust's and Auriga's reputation.
- ★ Maintenance of statistical data, as required and data analysis. Recording of relevant information and keeping other team members informed on current numbers of applications, budgets, average grants etc. Monitoring applications received and providing data to authorised external agencies.
- ★ Compiling data and report information for inclusion in Auriga's reports to external clients and Board/s of Trustees.

- ★ Collation and dispatch of application forms and promotional materials for distribution as required.
- ★ Word processing, printing, collation, enveloping and dispatch of letters to clients, ensuring confidentiality and accuracy at all times and with copies to client representatives when required. (NB: Whilst many letters are 'standard' the role requires checking and monitoring letters for accuracy and appropriateness reporting concerns to the Team Manager/Assessor. This is a task which is a priority daily.)
- ★ Referring applications back to clients for more information if they are insufficiently completed or where essential enclosures are missing.
- ★ Ordering of household items from designated suppliers for safe delivery to clients, liaising as requested with clients or their representatives.
- ★ Checking with creditors the level of debt outstanding, correct account number etc., where the
- ★ Trust wishes to grant a Further Assistance Payment. (For example other utilities)
- ★ Administering, if applicable, the Trust's Partnership Payment Scheme, ensuring clients receive offer letter and responding to queries as necessary. Monitoring scheme and liaising with Grant Assessor to resolve queries. Working with external donor company staff where required to ensure smooth running of scheme.
- ★ Photocopying
- ★ Filing of application forms and other correspondence.
- ★ Maintaining office information board.
- ★ Maintenance of office library and filing/safekeeping of books, publications, revisions to benefit rates. Ordering of relevant publications as requested and informing team members of new information.
- ★ Undertake basic assessments of applications up to Level 1 if required (by direction/agreement of Team Manager).
- ★ Other duties commensurate with the level of the post and which may be required from time to time including the requirement to travel within the UK and represent Auriga or the Trust Fund. This may include the occasional overnight stay.

### **General Duties**

- ★ To be responsible for his/her own health and safety and the health and safety of others.
- ★ To be jointly responsible for the general tidiness of the office; security of office documentation, equipment and premises.

- ★ To be responsible for his/her training needs and to participate in agreed training to enhance skills and the potential for career development.
- ★ To undertake such other duties as are commensurate with the nature of the post and the level of responsibility.
- ★ Assist in the general process and team improvements within the Trust as appropriate.
- ★ Support other team members.
- ★ Promote the work of the Trust.
- ★ Contribute to annual reports, leaflets and newsletters as necessary.
- ★ Attend any meetings, training courses and seminars relevant to the post as required.
- ★ Regularly communicate with other team members.
- ★ Ensure first class customer service to both internal and external customers.

## **Skills and Qualifications**

- ★ Excellent verbal and communication skills including letter writing.
- ★ Keyboard and computer skills including the use of Microsoft Word and a working knowledge of Microsoft Excel and other Microsoft Office software.
- ★ Ability to work in a strictly confidential manner
- ★ Experience of and an understanding of the interrelationships to ensure excellence in team working.
- ★ Excellent interpersonal skills both in formal and informal settings with the ability to adapt style to suit circumstances.
- ★ Good work organising skills and an understanding of 'process improvement'.
- ★ Ability to plan and to recognise external influences
- ★ Highly motivated in the area of work carried out by the Trust and Auriga
- ★ Determination and self-motivation
- ★ Ability to work on own initiative and as part of a team
- ★ Flexibility and enthusiasm
- ★ Ability to adapt to growth and change and to continuously seek improved ways of working.
- ★ A positive and supportive attitude toward all colleagues, team members and the organisation.

## **Equal Opportunities**

Auriga Services is an Equal Opportunities employer. We will use appropriate job descriptions, objective assessment methods and active consideration will be given to all applicants regardless of their age, gender, trans-gender status, sexual orientation, religion or belief, marital status, civil partnership status, pregnancy, race, colour, nationality, national or ethnic origins and disability and other differences that cannot be justified.