

Management Information Assistant

Background

Auriga Services is a dynamic, fast growing public benefit entity with a vision to support 2 million people who are experiencing financial hardship. With a track record spanning 20 years, we are mature enough to provide outstanding service through the application of extraordinary levels of skills and experience. We manage combined annual funds of over £15 million helping people alleviate their debt and realise income and benefits that make a real difference to the quality of their lives.

We achieve all this through the administration of charitable trust funds for water company customers, and income realisation for utility companies, local authority residents and patients within the NHS.

We are seeking exceptional people with passion, enthusiasm and ability to joins and make our mission a reality.

We enjoy a generous holiday allowance, good pension, and a great working environment.

Job Description

We are looking to recruit a Management Information Assistant to join our Welfare Rights and Debt Advice Service.

As part of a busy multi service team, you will play an important role supporting the Team Manager with reporting for contracts and maintenance of the case management system and general IT support. You will work within the aims, principles and policies of Auriga's vision and within our Advice Quality Standard (AQS) requirements.

Salary starting from: £17,550 pro rata

Starting salary based on experience

Hours: 19pw (flexible working hours)

Main Duties and Responsibilities

Role responsibilities will include but are not limited to:-

1. Maintenance of the Case Management Systems

- ★ Actively working with the team manager to update, maintain and enhance the case management system.
- ★ General administration of management data

- ★ Create and write reports using the case management system.
2. Production and preparation of reports for the Executive Team, Stakeholders and partners
- ★ Using raw data create reports through Microsoft products, Crystal reports and the case management system
 - ★ Administration of internal executive reports
3. Professional Development
- ★ Keep up to date with legislation, policies and procedures and undertake appropriate training or qualifications as and when required.
 - ★ Attend relevant internal and external meetings as agreed with the Team Manager
 - ★ Prepare for and attend monthly supervision sessions
 - ★ Ability to identify own training needs.
4. General
- ★ Ability to work to tight deadlines to meet all contractual obligations. As the majority of reports are required during the first half of each month, a flexible approach towards the role will be needed
 - ★ Ensure that all work conforms to the required systems and procedures.
 - ★ Uphold the aims and principals of Auriga Services and its equal opportunities policies
 - ★ Abide by health and safety guidelines and share responsibility for own safety and that of colleagues
 - ★ Carry out any other related tasks required to ensure the smooth running of the service provision
 - ★ Assist the Team Manager and provide support to other Auriga team members as required
 - ★ Carry out other duties commensurate with the post as required

Person Specification

We are looking for a dynamic, versatile individual who has the capability to actively participate in the design and development of the Welfare Rights and Debt Advice case management system.

It is essential that applicants for this role have:

- ★ Educated to GCSE level Maths and English (or equivalent by experience)
- ★ Working knowledge of Microsoft products Excel, Word, Outlook
- ★ Experience of creating and presenting reports
- ★ Proficient IT skills
- ★ Ability to monitor and maintain own quality standards
- ★ Ability to monitor and maintain own performance targets and those of the team
- ★ Ability to research, analyse and interpret complex information
- ★ Excellent time management skills to ensure all deadlines are met
- ★ To understand the importance of team work and be able to work both independently and as a valued team member
- ★ Comply with the requirements of the Data Protection Act and co-operate in measures introduced to comply with this legislation
- ★ Be required to hold an enhanced disclosure barring certificate

It is desirable that applicants for his role have:

- ★ Knowledge in one or more of the following sectors:
Utility, Energy, Charitable Trust, Welfare rights and/or Debt Sectors.

The person required for this role is expected to:

- ★ Understand, and empathise with, the aims and principles of the service and its equal opportunities policies
- ★ To be able to work under pressure and to plan and prioritise as necessary
- ★ Have a flexible approach and ability to work as part of a team
- ★ Have excellent written and spoken English skills and be able to communicate at all levels

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.