



Changing lives every day

Administration Assistant

Full Time

12 Month Fixed Term Contract

£18,525

Job Purpose

Accountable to the Team Manager, the Administration Assistant will be joining a friendly and supportive team who provide support to the Grant Assessment team(s), ensuring the day to day running of the department's systems and procedures.

After successfully completing a probationary period, the role holder will have the opportunity to receive further training to develop their skills, experience and career at Auriga.

We are located in Sutton Coldfield in the West Midlands, but are open to candidates who can split their time between the office and working remotely.

Responsibilities

Role responsibilities will include but are not limited to:

- ★ Entering data and accurately recording 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 them 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, application processes, grants for organisations and dispatch of relevant application forms.
- ★ Maintaining statistical data as required, recording 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.
- ★ Ordering household items from designated suppliers for safe delivery to clients, liaising as requested with clients or their representatives.

Key Skills and Attributes

The ideal candidate for the role would have the following:

- ★ Excellent interpersonal skills both in formal and informal situations with the ability to adapt style to suit circumstances;
- ★ Experience with and strong knowledge of Microsoft packages, particularly Outlook, Word and Excel;
- ★ Good attention to detail with the ability to adapt to using new IT systems.
- ★ Empathy and compassion based on life skills with a genuine understanding of vulnerable people in financial crisis or hardship;
- ★ Good organisational skills;
- ★ Ability to plan and to recognise external influences;
- ★ Highly motivated in this area of work;

- ★ Determination to complete a task and self-motivation;
- ★ Ability to work on own initiative; and
- ★ Flexibility and enthusiasm.

Education and Qualification

- ★ An NVQ Level 2 or relevant qualification in Business Administration (or equivalent experience); and
- ★ Previous experience as a Customer Service Adviser or Customer Service Assistant.

Experience and Knowledge

Essential:

- ★ Relevant experience in an administrative or customer service role; and
- ★ Experience with and strong knowledge of Microsoft packages, particularly Outlook, Word and Excel.

Desirable:

- ★ Knowledge of the charity sector; and
- ★ Basic welfare benefits knowledge and understanding of both water and energy companies.

A Little about Auriga

Auriga Services is a dynamic, fast growing public benefit entity with a vision to **support three million healthy homes by 2030**.

With a record of accomplishment spanning 22 years, we 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 making a real difference to the quality of their lives.

We achieve all this through the administration of charitable trust funds, realisation of Welfare Benefits, Debt Advice, Welfare Reform services and emergency fuel payments. Our clients are the major water and energy utility companies, local authorities and the NHS.

Why Work for Auriga

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

- ★ A job and a career with induction, training and development
- ★ Holiday entitlement starts at 28 days and increases with length of service
- ★ Working patterns and hours that can be flexible, subject to meeting business needs
- ★ Generous pensions contribution
- ★ Location close to Sutton Coldfield centre and 2 minutes from Sutton Coldfield station
- ★ Equal Opportunities Employer

Interested? Here's How to Apply:

Please forward an up-to-date CV, together with a covering letter expressing your motivation for applying to:

Ellie Maybury, Deputy Team Manager – emaybury@aurigaservices.co.uk

Within the email, please also provide your name and the vacancy you are applying for.

Please note: we automatically reject any application without a covering letter.

