



Changing lives every day

# Administration Assistant

Contract Type (Permanent/Full time)

37.5 Hours per week

Salary £18,500 negotiable based on experience

## Job Purpose

Accountable to the Team Manager, the Administration Assistant will provide support to the Welfare and Debt Advice team, ensuring the day to day smooth 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 we are open to remote working candidates whilst Covid-19 restrictions are in place.*

## Responsibilities

**Role responsibilities will include but are not limited to:**

- ★ Entering data and accurately recording all information taken from a variety of referral pathways onto our case management system;
- ★ Receiving and handling telephone calls from customers and other external contacts, handling or transferring them to the appropriate adviser with complete and precise information, swiftly and with excellent customer service;
- ★ Making outbound calls to gather information from customers in order to allocate to an appropriate adviser;
- ★ Maintaining statistical data as required and recording relevant information;
- ★ Monitoring referrals received and providing data to the team and authorised external agencies;
- ★ Printing, scanning, filing, saving and uploading documents electronically; and
- ★ Monitoring and ordering stationery.

## 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 Experience**

### *Essential:*

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

### *Desirable:*

- ★ An interest or experience in welfare benefits and/or debt;
- ★ Knowledge of the charity sector; and
- ★ Recent knowledge of power, utilities, housing associations, NHS and/or local authorities.

## **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,

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

John Attwooll, Team Manager – [JAttwooll@aurigaservices.co.uk](mailto:JAttwooll@aurigaservices.co.uk)

Closing Date 14<sup>th</sup> January 2022

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

