



## **PENNYSMART CIC**

Pennysmart CIC are a successful social enterprise set up in 2010, based just off Sealand Road in Chester. Financial Wellbeing is our business, so if you want to be part of a small team with a massive heart helping people escape poverty, deprivation and debt on a daily basis, then you could be the person we are looking for.

80% of our work is telephone-based money, debt and benefits advice from our Chester office. We are an FCA regulated professional practice with a small team of expert money advice caseworkers, and business support staff.

Working for Pennysmart is much more than a 9 to 5; we can promise high job satisfaction and lots of opportunities to grow a career with us in several directions, dependent on where your talents lie.

At Pennysmart we appreciate our people are our biggest asset, therefore we are committed to their ongoing development. Therefore every member of staff will be given the option to secure further qualifications through our 'Supported Study Scheme' for staff which includes time and financial support for a wide range of subjects that align with our business needs e.g. business administration, accounts, marketing, HR, digital/IT and professional debt advice.

Our values are teamwork, communication, driving results, customer service excellence and positive attitude and we use a values-based approach to our recruitment and management process.

### **JOB DESCRIPTION & PERSON SPECIFICATION**

We are searching for the perfect office administrator/s (we will consider a job-share), someone who has a strong work ethic, a can-do attitude, emotional intelligence, able to work without close supervision and really add value to our team, to help us manage several new contracts that are due to start in the next few months.

We have some flexibility over working hours for the right candidate, but we will need to see a proven track record working in administration or a related field e.g. customer services, which requires good organisational skills, high levels of IT competency (MS Suite), excellent telephone manner and a mature approach.

Our advice clients are placed at the centre of everything we do, so we need good people and communication skills, an ability to be non-judgemental and a calm and capable manner.

**Job Title:** Office Administrator **Reporting to:** MD

**Salary:** Flexible depending on experience

**Hours:** Flexible – 20-30 hours over 5 days (Mon-Fri)

**Start Date:** tbc

**Contract Type:** Permanent subject to satisfactory completion of 6 months probationary period

**Benefits:** Free unallocated parking, located on bus route; cash healthcare scheme, 22 days holidays (plus bank holidays), no shift working or weekends; staff leave purchase and buy back scheme, we support all our staff to develop their potential through external study e.g. Institute of Money Advisers Cert. MAP: ILM Leadership qualifications etc.

**Role Purpose:** To provide administrative support within the Pennysmart Office, this will include support for the advice & casework team to deliver the 121-telephone advice service and more general office administration duties.

**Role Responsibilities:**

- Answering the telephone, receiving communications and welcoming visitors to the centre, although we are not open to the general public.
- To set up new cases on our Case Management System (AdvicePro)
- Sending out communications to clients via email, post and SMS messaging
- Contacting clients by phone, text or letter and arranging appointments for Money Health Check Appointments.
- To keep contacts within referring officers' organisations informed of case progress with regular updates.
- Provide administrative support to the MD and Business Manager, taking telephone messages, responding to emails, arranging travel, booking venues, arranging meetings, taking minutes, writing letters/reports and liaising with individuals and organisations
- Manage office stationery and resources in the most efficient and cost-effective way.
- Manage information storage and procedures across the money advice service, including the closure of cases and archiving of paper files.
- Provide administration support to money advice caseworker team, including dealing with minor enquiries, taking messages when unavailable, sending standard letters, following up correspondence, scanning and saving letters, following up advice sessions, sending out advice packs, managing referrals, client review procedures and partner feedback (training will be given).
- Attend, facilitate and take minutes at meetings making sure staff and directors are kept up to date with meeting outcomes
- Any other duties that are within the scope, spirit and purpose of the job, the title of the post and it's grading as requested by the management team.

**GENERAL**

- To observe and follow the Pennysmart CIC Equal Opportunities Policy in day to day activities.
- To be responsible for your own health & safety and that of colleagues in accordance with the Health & Safety at Work Act 1974
- To work in accordance with the GDPR 2018
- Receive, log and distribute all communications (post, email, SMS and phone messages), within the same working day and in a timely manner without the need for close supervision to enable caseworkers to keep their work up to date.
- To take responsibility for satisfactory completion of own workload and plan for rises and falls in referral levels and ensure enough cover is provided for periods of absence.
- To provide absence cover for other team members during periods of absence.
- To update and maintain the administration procedures document.

### **PERSON SPECIFICATION**

- Most important to us is someone who is able to demonstrate Pennysmart values and wants to make a difference in the work they do.
- With administration experience in a small business or organisation environment.
- Ideally min 5 x GCSE's including Maths and English.
- A capable team player, but equally at home working alone.
- Either experience with IT (MS Word, Excel, Sharepoint, Onedrive etc) or a strong affinity for digital to quickly learn. We rely heavily on digital for all our needs and the direction of travel is to use it even more in future.
- It would be an advantage if you have your own vehicle and are able to travel to our outreach sessions and networking events around Chester and North Wales.