

## **Colchester CMA Debt Centre**

### **Centre Administrator Job Description & Person Specification**

**Role title:** Centre Administrator

**Hours:** 8 per week with some flexibility about working pattern

**Location:** Colchester, C3 Centre, Ypres Road CO2 7FD (with some flexibility about working pattern)

#### **Principal purpose:**

The role is to support the team in their work with clients, to liaise with clients where appropriate, and to support the Centre Manager in the smooth running of the centre.

**Reporting to:** Centre Manager

#### **Responsibilities**

- Provide a warm and welcoming atmosphere to clients
- Be a point of first contact for people making enquiries
- Respond to and support clients as needed
- Manage the office diary
- Deal with post, calls and emails into the centre, and pass onto the relevant team member
- Keep accurate and up to date records of any client contact using an online client management system
- Update policies and procedures as necessary, and review regularly
- Communicate changes to policies, procedures or systems to the team
- Support the Centre manager in the completion of annual returns and reports
- Maintain an up-to-date supply and copies of the various documents and forms used by the centre
- Keep an adequate stock of office supplies, stationery and stamps, as well as refreshments for clients

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- Operate within the code of practice, policies and procedures of the centre
- Undertake appropriate training as needed
- Attend team meetings
- Update the Centre website and social media pages, and produce newsletters.
- Day to day finance record keeping and bank reconciliation in Xero (training will be provided)

### **Personal qualities and skills**

- Good organisational skills with attention to detail
- Empathetic, non-judgmental and a good listener
- Be comfortable dealing with a wide range of people
- Good communication skills both verbal and written
- A reasonable level of numeracy and literacy
- Methodical
- Confident working with computerised systems
- Willing to learn new skills
- Understand the importance of confidentiality
- Be honest and act with integrity
- Appreciate the importance of working within policies and procedures
- Able to stay objective and avoid becoming personally involved
- Be a team player

**There is no Genuine Occupational Requirement (GOR) that the post holder is a Christian, but anyone appointed to this must be able to demonstrate a clear commitment to the vision and values of CCDC.**