



Business Support Administrator

Thanks for your interest in working at Citizens Advice. This document should give you everything you need to know about the above role.

Want to chat about this role?

Please contact the recruitment team at careers@citizensadvice.org.uk

The team

This role sits across two teams which work closely together - the Content Design team and Expert Advice team.

Together we ensure that advisers, the public and the whole organisation can access high quality and accurate advice.

We're in the Advice Content directorate which is part of the Digital Technology and Advice division.

The Content Design Team creates online content for:

- the public - to make progress with the issues they face
- advisers - to help them give advice to clients
- staff and volunteers
- anyone interested in Citizens Advice or wanting to work or volunteer for the organisation

We use data to make decisions about what to work on and how to design the content. We create content in plain English, that's easy to understand and accessible to anyone who needs it.

Here are some ways you can find out more about our work:

Using content design to improve our template letters

<https://wearecitizensadvice.org.uk/using-content-design-to-improve-our-template-letters-d6c2a4bb0e8f>

Restructuring our employment advice

<https://wearecitizensadvice.org.uk/restructuring-our-employment-advice-f3abf775f562>

The Expert Advice team is at the heart of Citizens Advice, providing subject matter expertise combined with strategic and operational context to give the organisation confidence in the advice we give to people.

We support the local network of Citizens Advice and our national teams in major advice areas. We do this through the following services:

- Horizon Scanning - Keep our knowledge and understanding of the legal and advice landscape up to date so we can support and prepare our audiences of the impact of the changes
- Advice Content - Provide subject matter expertise to create, maintain and improve our online advice content offer for the public and advisers
- Adviser Resources - Provide expert materials and resources that improve the knowledge and understanding of advisers
- Complex Case Support - Provide tailored support to local offices on complex client cases in benefits, Help to Claim, housing and employment and funded services
- Support to internal teams - Provide legal expertise and knowledge of the advice landscape to the wider organisation in support of strategic priorities and (re)commissioning bids.

The work we do in support of funded programmes (Consumer Service, Help to Claim (HTC) and Money Advice Trust) is covered within these services. We provide these services across a number of advice areas including:

- Benefits
- Help to Claim
- Consumer
- Debt
- Discrimination
- Employment
- Family
- Housing
- Immigration



The role

We're looking for a Business Support Administrator to support the Expert Advice and Content Design teams. This is a great opportunity to use your administrative skills to assist with our work on making sure the public and everyone in Citizens Advice can access accurate and useful advice.

You'll be working in a fast moving environment where the work is varied, so you'll need to be flexible and have a proactive approach to problem solving with good organisational, time management and IT skills.

You'll be the first point of contact for people who need help with a wide range of tasks and will support with admin tasks like processing finances, assisting with the organisation of meetings/events and coordinating a variety of project work.

If you would enjoy providing admin and project support in a varied and fast-paced environment and have excellent communication skills we look forward to hearing from you.



Role profile

Band	Support - Mid	
Reporting to	Senior Content Designer	
Proficient salary	£23,691 plus London allowance of £3,520 if applicable	
Location	Blended between office and home (England and Wales)	Low travel required
Content and Expert Advice team overviews	The Content Design and Expert Advice teams work closely together on ensuring that advisers, the public and the whole organisation can access high quality and accurate advice. We're in the Advice Content directorate which is part of the Digital Technology and Advice division.	
Role purpose	This role is tasked with working within the content and expert advice teams to provide administrative and project support	

Main responsibilities	Key elements/Tasks	% of Time
Supporting continuous improvement work	<ul style="list-style-type: none"> ● Supporting with the organisation and hosting of key internal and external events - including away days, team meetings (including coordinating pre and post-event comms, hosting meetings on online platforms, recording events) ● Supporting Leadership Team with meetings (arranging agendas, taking minutes, sharing recordings, supporting with creation of additional documents) ● Supporting the delivery of team communications including our weekly newsletter to the network ● Ensuring resources are accessible and up to date including induction slides, organograms and recruitment materials 	30
Operations & publishing	<ul style="list-style-type: none"> ● Data entry into spreadsheets/ databases/ online forms ● Using the finance system to raise purchase orders against invoices ● Booking travel and accommodation ● Budget maintenance ● Managing online platforms, web publishing and uploading content onto content management systems ● Supporting recruitment by arranging and managing interviews and written exercises 	30
Events & Meetings	<p>Providing support for online and in-person events, meetings and interviews including:</p> <ul style="list-style-type: none"> ● Liaising with teams to book venues ● Processing bookings and sending confirmations ● Ensuring literature and equipment is available ● Provide IT support for meetings ● Arranging meeting rooms and catering ● Collating and distributing papers ● Taking and circulating meeting minutes 	15

Systems, processes and design	<ul style="list-style-type: none"> • Working with relevant colleagues to develop and maintain administration processes • Working with relevant colleagues to ensure our support offer is useful and relevant to the teams we work with • Support with the maintenance of process guides for teams to follow • Improving efficiency of systems and processes • Designing user friendly content for teams 	15
Supporting projects and general team meetings	<ul style="list-style-type: none"> • Support the teams as needed on project work and contribute to the teams' business plan objectives • Manage your own day to day activities to deliver tasks on time and to the required standard while gaining experience and expertise in the work of the team • Providing cover for other team members as needed • Working flexibly across a range of team activities • Participating in teams meetings and updates 	10



Person specification

Essential Criteria

To be assessed at application stage

1. Ability to develop and maintain efficient administration systems and processes and identify gaps in processes
2. Ability to systematically manage a varied workload, prioritise and meet deadlines under pressure
3. Attention to detail and a demonstrable ability to maintain accurate, up to date records

To be assessed at interview stage

4. Ability to communicate clearly and effectively in face to face and in writing

5. Ability to take a brief, ensure the task is understood and then work independently or in a team
6. Ability to problem solve and have a solution-focussed approach

Desirable criteria

1. Experience in G Suite applications, Zoom, Mailchimp and event management systems such as Eventbrite
2. Experience of web publishing

Requirements for role (candidates will confirm at application stage and at interview)

- Ability to contribute to an inventive, responsible and generous organisation and team culture
- IT proficiency including competent use of Google
- Commitment to equity, diversity and inclusion
- Awareness that Citizens Advice service users are at the heart of everything we do