

Business Support Officer Job pack

**citizens
advice**

Stevenage





Thanks for your interest in working at Citizens Advice Stevenage.

This job pack should give you everything you need to know to apply for this role and what it means to work for us

In this pack you'll find:

- Information about organisation
- Purpose of the job
- Job description and person specification
- Interview and Application Process
- Candidate guidance notes

Want to chat about this role?

If you want to chat about the role further, you can contact Melanie Bel Haj by emailing recruitment@castevenage.org.uk



- **We help people find a way forward**
- We can all face problems that seem complicated or intimidating. At Citizens Advice we believe no one should have to face these problems without good quality, independent advice.
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- That's why we're here: to give people the knowledge and the confidence they need to find their way forward - whoever they are, and whatever their problem.
- **3 things you should know about us**
- 1. We're local and we're national. Citizens Advice is a Network made up of 4 national offices and 265 independent local Citizens Advice services across England and Wales.

2. We're here for everyone. Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

3. We're listened to - and we make a difference. Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

Business Support Officer

Reporting to: Head of Finance and Business Support

Department: Business Support

Hours: 37.5

Salary: £23,809.50

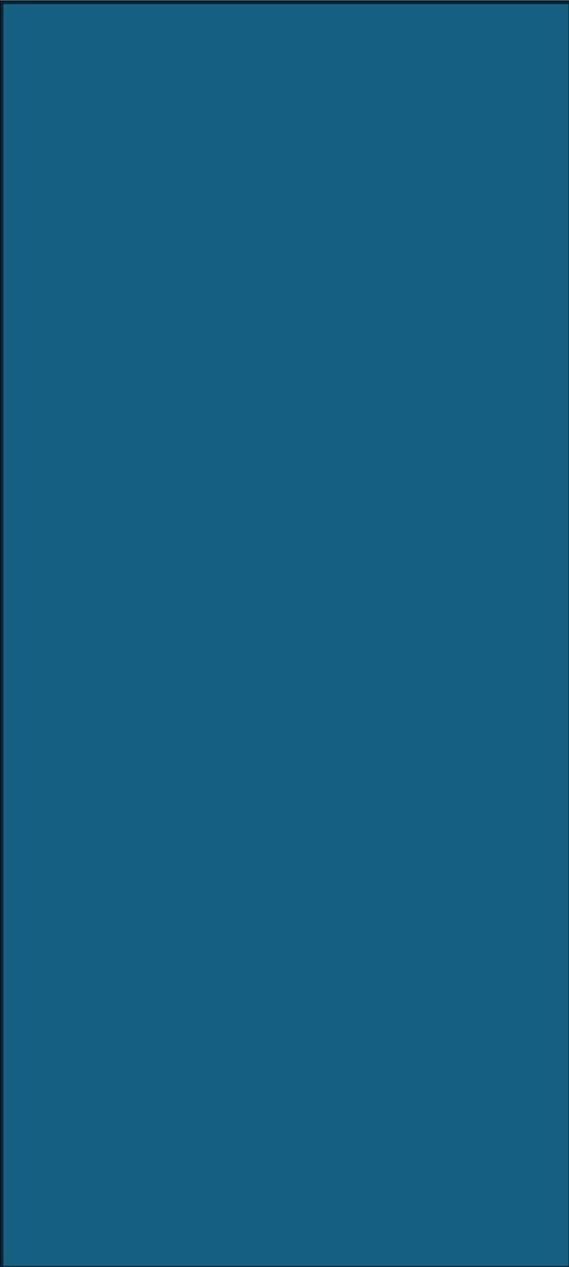
Holidays: 27 days plus Bank Holidays: (Pro-rata)

Location: Office in Stevenage. Hybrid working by arrangement

Contract: Full time

Purpose of the Role:

Working within the aims, policies and principles of the Citizens Advice Service to support with administrative tasks such as managing responses to internal and external queries, managing various data streams and interrogating data sources, liaising with customers in relation to fees and charges and preparing simple reports.

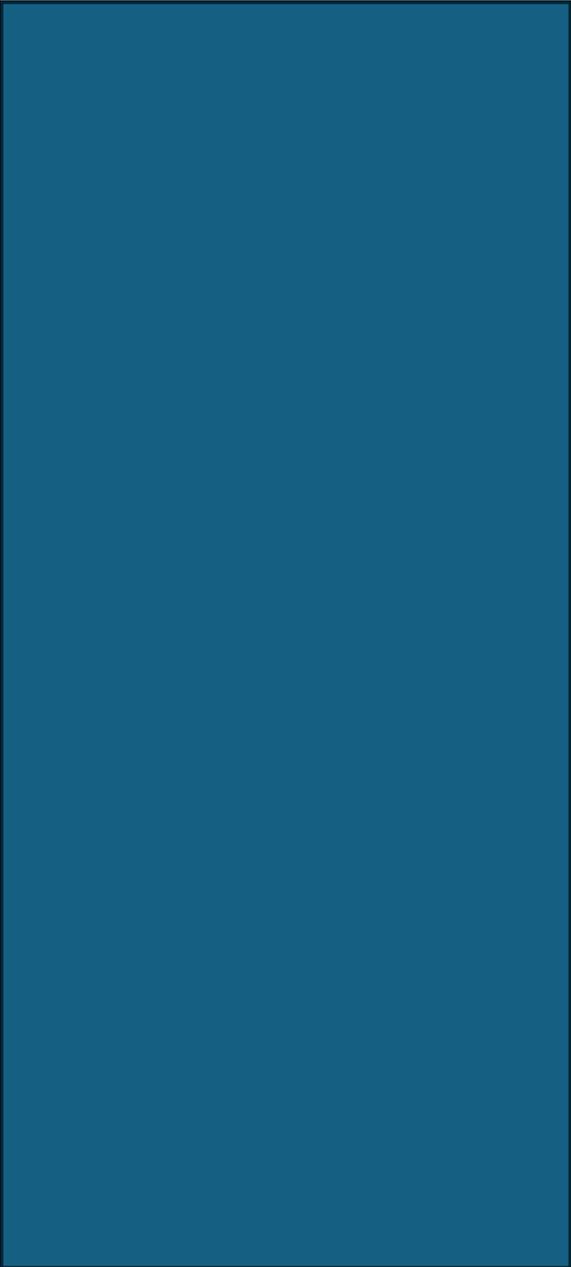


Role Description:

We are looking for a Business Support Administrator to support the new Head of Finance and Business Support [who will become a core member of the Senior Leadership Team].

General Administration and Facilities Support:

- Provide efficient and effective administrative support to the management team and other departments, including taking minutes at board meetings and subcommittee self-reports.
- Coordinate and maintain office systems, including records management and filing.
- Handle confidential information with discretion and in line with data protection policies.
- Support the day-to-day operations of the Citizens Advice service, ensuring smooth running and high service quality.
- Use, and provide support to other users of photocopiers, computer equipment and other office equipment as appropriate. Resolution of faults, arrange repair, etc).
- Maintain and order supplies (including supplier procurement, software compliance and security).
- Supporting recruitment by arranging and overseeing interviews and written exercises, printing documents and inputting data into the online recruitment system.
- Arranging equipment for new starters/leavers - assist with set up and configuration, etc.
- Support with management of user permissions etc.



Role Description:

Finance administration:

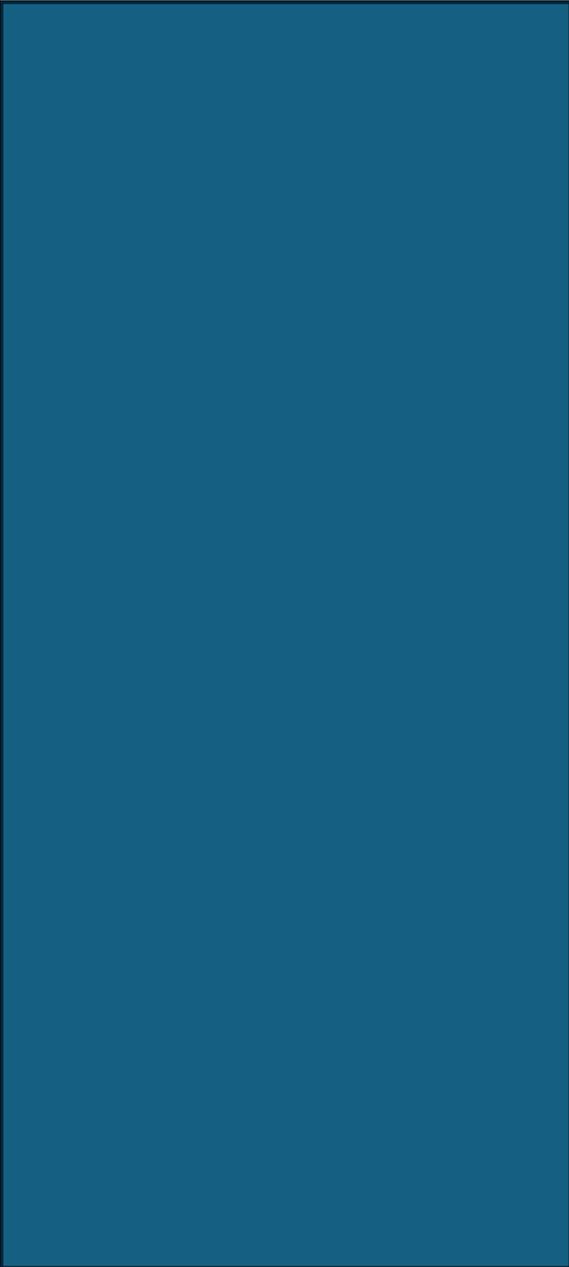
- Supporting handling of Finance inbox, all mail, email and other forms of communications.
- Support the finance team in processing invoices, tracking expenditures, and maintaining accurate financial records, both paper and electronic.
- Ensure compliance with internal financial processes and reporting requirements.

Data Management:

- Input, update, and maintain **accurate** data on the charity's CRM or other management systems, and maintain integrity of data.
- Conduct regular data checks to ensure consistency and accuracy of information.
- Provide reports and analysis on data trends to help guide operational decisions.

Communication and Coordination:

- Answer telephones and refer calls or take messages, displaying excellent interpersonal and customer service skills.
- Act as a point of contact for both internal and external stakeholders, including volunteers, clients, and partner organisations.
- Schedule and coordinate meetings, events, and appointments for management (and other staff and board).
- Prepare and distribute communications, (company events) including reports, and meeting minutes.

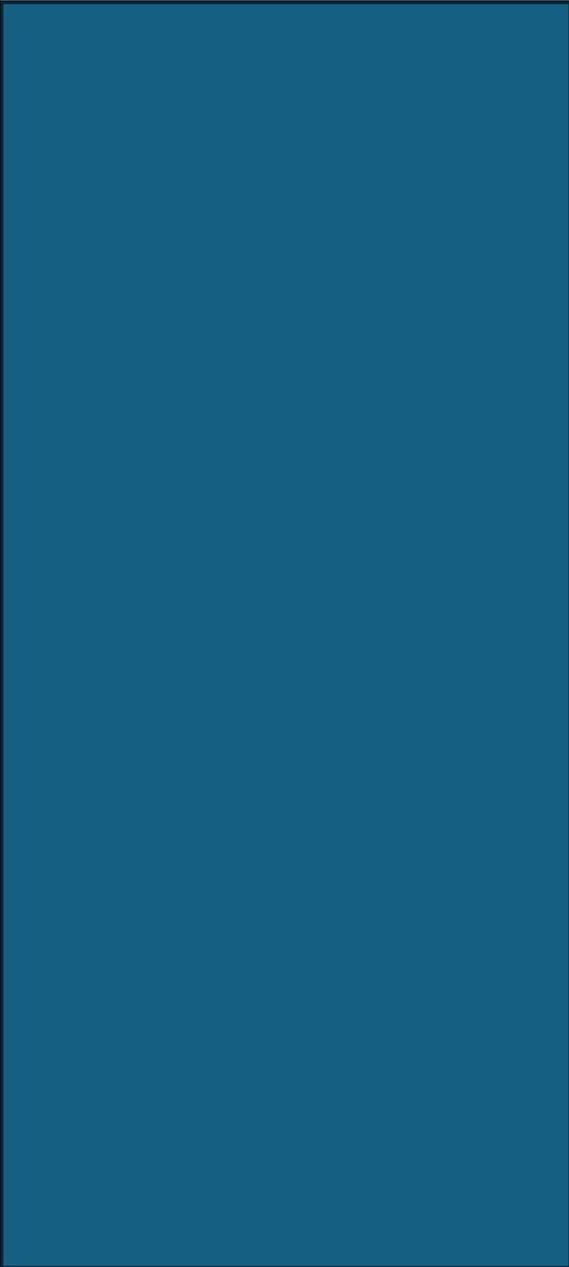


Role Description:

Reception:

Work with main receptionist to;

- Oversee and encourage best practices of our reception procedures and volunteer receptionists
- When necessary, welcome clients enter and check client details on the case management system, and provide general admin support for clients when required.
- Uphold excellent customer service, putting the client first in line with our organisational values.
- Supervise and support volunteer administration and receptionists
- Ensure adequate reception cover
- Assist with recruitment reception volunteers



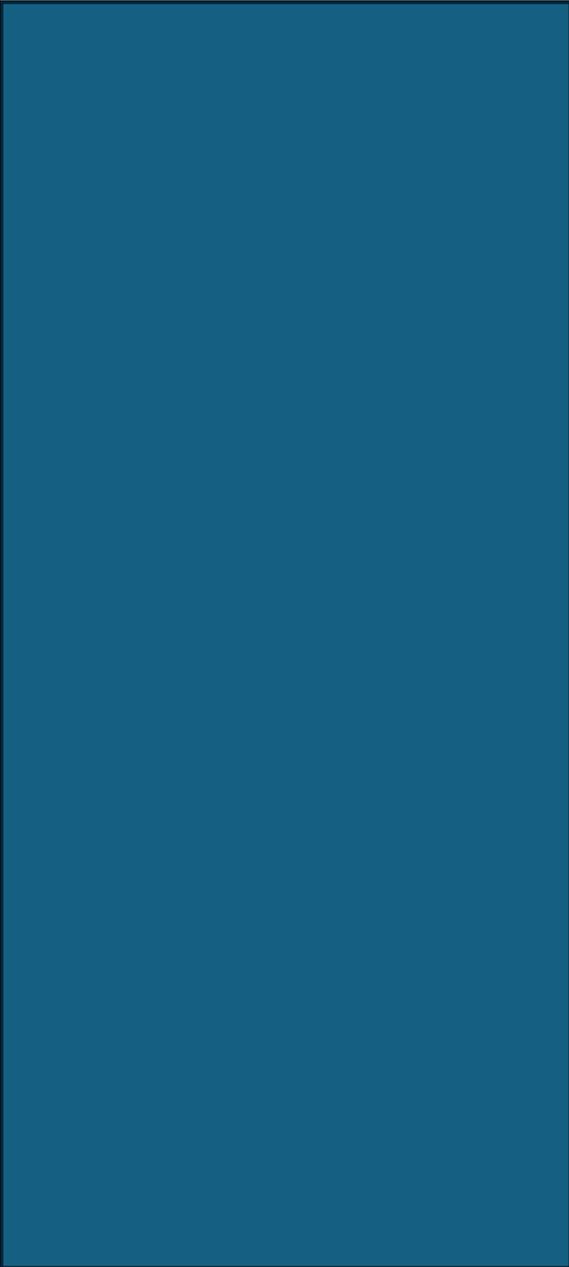
Role Description:

Project Support:

- Support the implementation and management of internal projects and initiatives.
- Work closely with cross-functional teams to ensure timely and efficient project delivery.
- Assist with project documentation, tracking milestones, and providing status updates to senior management.
- Respond and deal with a high number of appointment booking requests within agreed service levels
- Maintain Specialist appointment schedules and availability
- Ratify appointments against eligibility criteria and signpost ineligible users to other trusted advice sources and organisations
- Accurately enter service user data into Case management systems
- Distribute incoming referrals

Health and Safety:

- Ensure compliance with health and safety policies and procedures.
- Assist in organising training sessions and maintaining related records for all staff and volunteers.

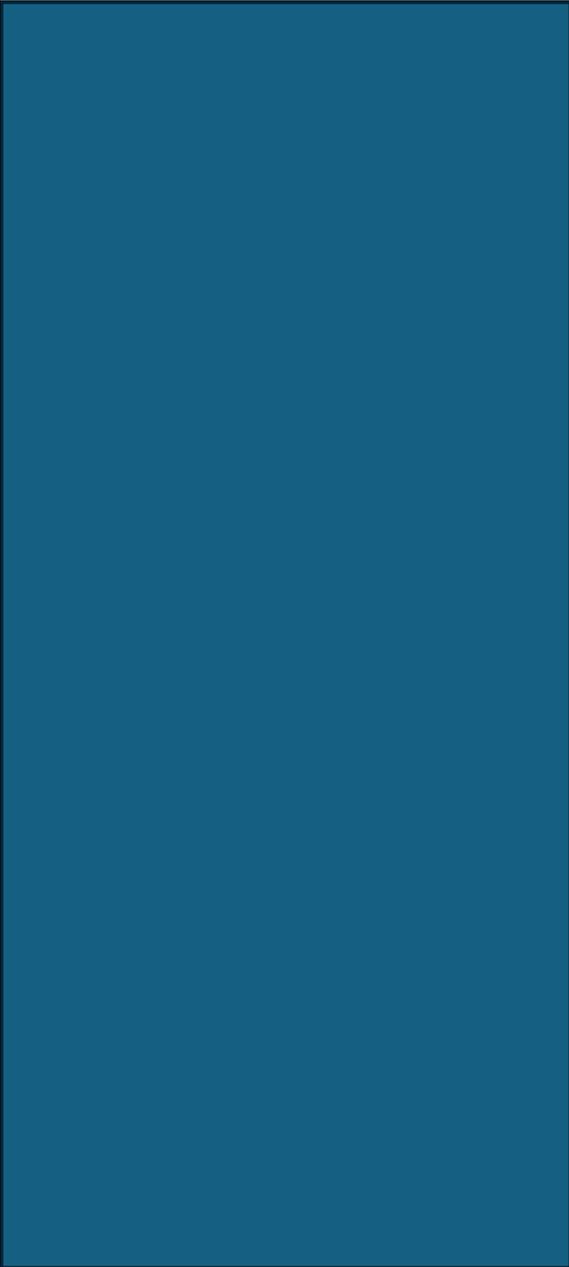


Person Specification | What you need to do this role

Essential

Experience:

- Proven experience in an administrative or business support role.
- Experience working in a charity or not-for-profit sector (preferable but not essential).
- Skills and Competencies:
 - Excellent organisational skills with the ability to manage multiple tasks and priorities.
 - Strong written and verbal communication skills.
 - Ability to work independently and as part of a team.
 - High attention to detail and accuracy.
 - Good working knowledge of Microsoft Office Suite (Word, Excel, PowerPoint) and other office software.
- Personal Attributes:
 - Proactive and self-motivated with the ability to use own initiative.
 - Discreet and able to handle sensitive information and maintain confidentiality.
 - Strong problem-solving skills and ability to think critically.
 - A commitment to the values and ethos of Citizens Advice.



Person Specification | What you need to do this role

Desirable

Experience:

- Experience with financial reporting or budget management.
- Previous experience using CRM systems or case management software.
- Experience in handling office systems, filing, and records management.
- Skills and Competencies:
 - Knowledge of data protection regulations (GDPR).
 - Ability to work in a fast-paced, deadline-driven environment.
 - Strong interpersonal skills and the ability to build relationships with people at all levels.

Other Requirements:

- Ability to work flexibly, occasionally outside of regular office hours if required (Board meetings).
- A commitment to equal opportunities and diversity in the workplace.
- Willingness to undertake training as needed to enhance job performance.

Application Process:

To apply, please send your CV and a supporting statement addressing each point in the person specification, in the order listed. Use examples and evidence to demonstrate how you meet the criteria.

Submit your application to recruitment@castevenage.org.uk

Incomplete applications may not be considered.

We are an equal opportunity employer. If you have any requirements (e.g. for attending an interview) please note these clearly on in your letter.

Interview Process:

We are currently accepting applications for this role, and the position will remain open until we have appointed the right candidates. We reserve the right to close the vacancy at any time once a suitable appointment has been made. We therefore encourage early applications to avoid disappointment.

Shortlisted candidates will be contacted by telephone, so please give a daytime telephone number or somewhere we can leave a message to arrange an interview.

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Our selection process consists of three stages:

- Stage 1 – Telephone Interview:
Initial interviews will take place via telephone.
- Stage 2 – Formal Interview (In-Person):
Candidates who are successful at Stage 1 will be invited to our Stevenage office for a formal face-to-face interview.
- Stage 3 – Practical Activity & Final Q&A:
Following the formal interview, candidates will complete a short activity and have the opportunity to ask any final questions.

Please note that Stages 2 and 3 will take place on the same day.

Guidance Notes for Volunteer Applicants

Equal Opportunities

Citizens Advice Stevenage is committed to equality, diversity and inclusion. We welcome volunteers from all backgrounds and communities. If you require any reasonable adjustments to the application or interview process, please let us know. We are happy to discuss and support adjustments at any stage of the volunteer recruitment process.

We support a diverse community and want our volunteers to reflect that diversity. If you feel you meet some, but not all, of the role criteria, we still encourage you to apply — we are committed to supporting volunteers to develop their skills and confidence.

Right to Volunteer in the UK

All volunteer roles are subject to confirmation that you are permitted to volunteer in the UK in line with current legislation. If your application is successful, you may be asked to provide evidence of your eligibility.

Please note that Citizens Advice Stevenage does not hold a sponsor licence and cannot sponsor visas.

Health and Safety

While volunteering with Citizens Advice Stevenage, you are expected to take reasonable care for your own health and safety, and for the health and safety of others who may be affected by your actions.

We are committed to providing a safe and supportive volunteering environment.

References

Volunteer offers are subject to the receipt of two satisfactory references.

Referees should be able to comment on your suitability for the volunteer role. References will only be requested once you have been successful following interview.

Criminal Convictions

All applicants will be asked to disclose any unspent criminal convictions as part of the recruitment process.

Having a criminal record will not automatically prevent you from volunteering with Citizens Advice Stevenage. Each case is considered individually, taking into account the nature of the role and the circumstances of the offence.

However, we are unable to accept volunteers with convictions for sexual offences against a child or vulnerable adult, regardless of when the offence occurred.

Disclosure and Barring Service (DBS) checks will only be requested where relevant and proportionate to the volunteer role. Where required, this will be clearly stated in the volunteer role description.

Role Flexibility

The duties and responsibilities described reflect the volunteer role as it currently stands. Volunteers may be asked to accept reasonable changes to duties where appropriate, in line with service needs and their skills and availability.

Addressing the Person Specification

This section of the application is an important opportunity for you to show how your experience, skills and qualities match the volunteer role you are applying for.

When reviewing applications, we assess the information you provide against the requirements listed in the person specification. Please tailor your responses carefully, as we can only assess what you tell us — we are not able to make assumptions about your experience or abilities.

How to complete this section

Address each point in the person specification.

Provide one clear example for each requirement.

Use examples that show what you did, how you did it, and what happened as a result.

Please aim to keep each response to no more than 200 words.

Using the STAR approach

You may find it helpful to structure your answers using the STAR method:

- Specific – give a clear, specific example
- Task – describe the situation, task or challenge
- Action – explain what you did and how you did it
- Result – explain the outcome or what was achieved

Choosing your examples

We welcome examples from a wide range of experiences, including:

Previous or current volunteering

Paid or unpaid work

Education, training or placements

Caring responsibilities or community involvement

Recent examples are helpful, but older examples are also welcome if they clearly demonstrate the skills and qualities we are looking for.

If you'd like, I can also:

Turn this into a short checklist for applicants

Simplify it further for first-time volunteers

Add a brief example STAR answer to help applicants get started





www.castevenage.org.uk

Volunteer Information Pack

Registered charity number 1077414
Company number 03836105

