

Project Support Officer

Job pack

Thanks for your interest in working at North Yorkshire Citizens Advice and Law Centre. 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:

- An overview of North Yorkshire Citizens Advice and Law Centre
- An overview of the role
- The job description
- The person specification
- What we give our staff

Want to chat about this role?

If you want to chat about the role further, you can contact Charlotte Wild by emailing charlotte@northyorksca.org.uk or calling 01757 701320



Overview of North Yorkshire Citizens Advice and Law Centre

We provide free, confidential and impartial information and advice on a range of issues including money, benefits, housing and employment, and campaign on big issues affecting people's lives. Our goal is to help everyone find a way forward, whatever problem they face.

We're an independent charity and part of the Citizens Advice and Law Centre networks across England and Wales. Our main offices are located in the heart of our communities in Harrogate, Malton, Northallerton, Richmond, Scarborough, Selby, Skipton and Whitby. We also have a number of outreach locations that we deliver advice from across North Yorkshire and #WeComeToYou in our Advice Bus and Advice Van.

Often, people are in crisis by the time they reach out to us, unable to see a way out of the situation they find themselves in. We provide one to one advice to tackle their immediate problem and address any underlying and overlapping issues through specialist one to one advice provided by experienced and qualified advisers and highly skilled volunteers.

We give advice face to face, over the phone, and via web chat and email. We help around 25,000 people a year on all types of issues. Our Law Centre provides specialist legal advice on housing, immigration, employment and family matters.

As an independent charity, we raise all our own money, and each of our offices has its own identity within the local community.



The role

The Project Support Officer is a new position designed to ensure the smooth and efficient running of our projects and the overall organisation. You will play a vital role in supporting our project advisers, caseworkers and management team with a variety of tasks such as client administration and back office support. The role involves working in a fast-paced environment and demands a range of competencies including excellent IT and communication skills.



Job description

- Help with client case work filing and updating computer case management systems
- Update project leaflets, posters, and basic website content (e.g. opening times, adding news items and job adverts)
- Able to understand and use internal reporting systems
- Have a good understanding of Word, Excel, PowerPoint and other frequently used packages
- Take notes and minutes of meetings as required
- Present information in a way that is easy to understand
- Prepare and send papers for meetings
- Ensure that work reflects and supports the Citizens Advice service's equality and diversity strategy
- Use mail merge to send out letters to staff/volunteers
- Send out surveys and collate results
- Have a good manner of communication both with clients and colleagues
- Carry out any task that may be within the scope of the post to ensure the effective delivery and development of the service.



Person specification

Essential

1. Be able to commit to, and work within, the aims, principles, and policies of the Citizens Advice service
2. Have at least 2 years of administrative experience or an equivalent qualification, providing services to a high level with excellent attention to detail
3. Have excellent interpersonal skills and the ability to communicate well with clients and colleagues
4. Demonstrate a positive attitude and strong team-working skills, contributing to a collaborative and supportive work environment
5. Understand the need for confidentiality and handling sensitive information appropriately
6. Ability to systematically manage a varied workload, prioritise and meet deadlines under pressure
7. Excellent IT skills and the ability to use IT systems and electronic resources for administrative support and report preparation
8. Ability to update websites and knowledge of social media platforms
9. Be available to work in a choice of one of the following North Yorkshire offices: Northallerton, Selby, Harrogate, or Scarborough.

Desirable

10. Ability to understand financial systems such as QuickBooks
11. Be able to produce publications that are informative and entertaining.



What we give our staff

- Workplace pension scheme
- Healthy work/life balance with a 37 hour working week and flexible approach to working arrangements
- Generous annual leave of 5.6 weeks holiday and an additional 4 days at Christmas plus all public bank holidays
- Commitment to health and wellbeing – access to employee assistance programme, discounts on shopping and dining, lifestyle and entertainment
- Work related travel above mileage to designated office paid at 45p per mile
- Commitment to ongoing development – regular training workshops and personal development opportunities

In accordance with Citizens Advice national policy we may need the successful candidate to be screened by the DBS. However, a criminal record will not necessarily exclude you from being able to take up the job.

We are a disability confident employer and welcome candidates who will be using access to work.