

# Office Coordinator



**26 hours a week**

**£17,198.93 - £19,110.70 (pro rata based on FTE of £24,475.40 – £27,196.00)**

## **Permanent**

Are you passionate about using your excellent administration and office management skills to support people in the local community?

We are looking for an Office Coordinator who will be the go-to person for ensuring our office environments are not only comfortable and safe but also equipped with efficient and effective technology that supports our staff and volunteers.

You'll work within our small support services team, managing everything from office supplies, dealing with maintenance and supplier contractors to troubleshooting technical issues.

There has never been a more important time to Citizens Advice with the soaring cost of living, people and families are struggling to make ends meet, and we're experiencing record-breaking demand for our services. As Office Coordinator you will have the opportunity to make a real difference by supporting our staff and volunteers as they help individuals and families navigate these challenging times.

**Deadline for this role is 9am Monday 13 January 2025**

**The Citizens Advice service values diversity, promotes equality and challenges discrimination. We encourage and welcome applications from people of all backgrounds. We particularly welcome applications from disabled and Black, Asian and Minority Ethnic people, as they are currently underrepresented in our workforce.**

### **Want to chat about this role?**

If you want to chat about the role further, you can contact Rachel Saffrett ([rachel.saffrett@casws.org.uk](mailto:rachel.saffrett@casws.org.uk))



# Role profile

<b>Role</b>	<b>Office Coordinator</b>	
<b>Job family</b>	Support services	
<b>Reporting to</b>	Head of Support Services	
<b>Salary / Grade</b>	£24,475.40 - £27,196.00 FTE	
<b>Hours</b>	26 hours per week	
<b>Location</b>	Godalming, Guildford and Farnham with travel to other CASWS locations as required.	<b>Level of travel:</b> High
<b>Team overview</b>	The CASWS support services team is made up of all the support functions required for the successful delivery of our services. Those functions range from HR and Finance, through to IT support and Health and Safety.	
<b>Role purpose</b>	To manage the efficient, effective and safe operation of CASWS locations, including digital systems, premises, community locations and relevant liaison with partners.	
<b>Functional responsibilities / competencies</b>	<b>Key elements/Tasks</b>	<b>% of Time</b>
<b>Deliver individual strategic projects/business plan objectives -</b> support the IT needs of local offices and deliver the IT capabilities for strategic projects	<ul style="list-style-type: none"> <li>• Work with our external supplier to configure hardware, software and infrastructure for deployment and effective use across local offices.</li> <li>• Work with our external supplier to manage user permissions and accounts.</li> <li>• Provide remote and on-site support through answering support phone calls, emails, web chat and other methods that are used within local offices.</li> <li>• Work to support people across local offices, using technology to meet their needs, covering core applications provided by national Citizens Advice and those used by your local Citizens Advice (eg Google Apps and Microsoft Office).</li> </ul>	<b>20%</b>
<b>Implement best practice systems and processes -</b> create and follow best	<ul style="list-style-type: none"> <li>• Maintain systems for service desk support (provided externally) to ensure staff and volunteers can be helped.</li> </ul>	<b>20%</b>

practice for IT systems and uses	<ul style="list-style-type: none"> <li>• Create and update procedure/ process documentation.</li> <li>• Review the use of IT systems ensuring they are fit for purpose.</li> <li>• Maintain an asset register of hardware and software used within local offices.</li> <li>• Update and maintain the CASWS website.</li> </ul>	
<b>Maintain expertise and insight</b> - keep up to date with emerging technologies and how best they can be used to support your local office	<ul style="list-style-type: none"> <li>• Manage your own day to day activities to deliver tasks on time and to the required standard while gaining experience and expertise in support.</li> <li>• Keep up to date with emerging technologies, focusing on what can be used within your local office.</li> </ul>	<b>10%</b>
<b>Health &amp; Safety procedures</b> - enable safe working environments for all staff and volunteers	<ul style="list-style-type: none"> <li>• Perform and manage specific health and safety tasks eg daily floor walks and hazard spotting, coordinating training, ensuring there are enough first aiders and fire marshals in an office.</li> <li>• Report any health and safety issues, and know the risks associated with them.</li> <li>• Organise and coordinate relevant safety measures and testing eg PAT testing, DSE, legionella testing.</li> <li>• Record and respond to reasonable adjustment requests and liaise with line manager to implement within regulatory guidelines.</li> </ul>	<b>15%</b>
<b>General facilities management</b> - support and organise the day to day running of our offices from a facilities point of view	<ul style="list-style-type: none"> <li>• Oversee and administer systems for the incoming and outgoing of daily post and deliveries.</li> <li>• Answer questions related to facilities management.</li> <li>• Ensure offices have all needed supplies, including stationery and refreshments.</li> <li>• Ensure branded and promotional leaflets in the office space are current and available.</li> <li>• Manage third party contractors e.g. for maintenance &amp; cleaning purposes.</li> </ul>	<b>20%</b>
<b>Support events and meetings</b> -	<ul style="list-style-type: none"> <li>• Coordinate office based or hosted events.</li> </ul>	<b>5%</b>

support events and meeting held at or hosted by your local office	<ul style="list-style-type: none"> <li>• Apply standard set up for an office-based event is tailored appropriately to local office.</li> <li>• Administer catering requests.</li> <li>• Take and share minutes / notes.</li> </ul>	
<b>Finance</b> - monitor the financial spend on IT and facilities activities and demonstrate value for money in your work	<ul style="list-style-type: none"> <li>• Monitor and challenge spend on projects/day to day activities</li> <li>• Demonstrate financial efficiency and value for money throughout work</li> </ul>	<b>5%</b>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Deputise for the Head of Support Services from time to time.</li> <li>• Undertake any other duties as may be reasonably required within the scope of the role.</li> </ul>	<b>5%</b>



# Person specification

## Essential criteria

1. Experience of general facilities management, including lease and contract management.
2. Sound understanding of health and safety requirements, and their practical application.
3. Experience and knowledge of using and supporting IT systems and processes, with a focus on user experience.
4. Ability to communicate effectively (verbal and written) with colleagues within Citizens Advice and externally.
5. Ability to demonstrate effective and efficient ways of working, completing individual and team work in an effective manner.
6. Ability to use systems by accessing and using relevant processes, tools and systems for the purposes of your role.
7. Ability to use initiative by being proactive in your work, in self-development and development of the service.
8. Ability to plan and organise your own work, and projects, to meet multiple deadlines.

## Requirements for role

1. Work within our organisational key principles - *you are able to work within our key principles to deliver a service that is Confidential, Free, Impartial and Independent.*
2. Embed Equity, Diversity and Inclusion (EDI) in day to day work- *You understand the policies and approach to Equity, Diversity and Inclusion, and are able to use this*

*knowledge to create and support an equitable, diverse and inclusive service and office.*

3. Provide a service that meets legal and regulatory requirements and understand the purpose of quality assurance systems - *You understand the legal and regulatory requirements that apply to your role and know what to do to ensure they're met.*
4. Use systems relevant to the role - *You have the digital skills needed to use the tools, software and platforms relevant to your role.*
5. Describe the range of services provided across the organisation - *You understand that Citizens Advice services are national and local, across England and Wales, and know what the different parts of the service do, both in your office and wider organisation.*
6. Be collaborative, supportive, inclusive and have integrity - *You contribute towards a safe, positive and inclusive working environment where everyone can be themselves.*
7. Work constructively with others, individual and as teams - *You are able to work by yourself, with others and in teams, effectively, productively and constructively.*
8. Personal Development - *You contribute proactively to the assessment of your role and team and work to continually improve.*