



## JOB DESCRIPTION – Support Services Assistant

<b>JOB TITLE:</b> Support Services Assistant	<b>SALARY:</b> £18,000 pro annum
<b>LOCATION:</b> Community Action Suffolk, Brightspace	<b>HOURS:</b> 20 hours per week – Monday to Friday either mornings 8.30am – 12.30pm or 1.00pm – 5.00pm
<b>ACCOUNTABLE TO:</b> HR Manager	
<b>JOB PURPOSE</b>	
<ul style="list-style-type: none"> <li>• To organise and co-ordinate the efficient running of Brightspace reception</li> <li>• To provide general administrative support to CAS projects and services</li> <li>• To be an ambassador for CAS supporting and promoting CAS's diverse range of products and services</li> <li>• To be a positive and flexible member of a high performing team</li> </ul>	
<b>MAIN DUTIES AND RESPONSIBILITIES</b>	
<p><b>To organise and co-ordinate the efficient running of Brightspace reception</b></p> <ul style="list-style-type: none"> <li>• To provide friendly and welcoming support to staff and tenants at Brightspace by administering room bookings, greeting and signing in visitors and informing the appropriate member(s) of staff</li> <li>• Provide a prompt and clear telephone service, responding to incoming calls and ensuring calls and messages are directed to the appropriate department or individual, quickly, clearly and efficiently</li> <li>• Answer or signpost customers email queries professionally, quickly and efficiently</li> <li>• To invoice for room bookings and send reminders for unpaid invoices</li> <li>• To set up and tidy away the rooms after meetings and replenish kitchen and room refreshments and supplies</li> <li>• To deal with incoming and outgoing post</li> <li>• To carry out general housekeeping tasks to ensure reception area is clean and tidy at all times</li> <li>• To carry out other general reception duties</li> </ul> <p><b>To provide general administrative support to CAS projects and services</b></p> <p>To provide a wide range of general administrative tasks that supports CAS and its</p>	

work including but not exclusively:

- Data inputting and analysis
- Taking and writing minutes for meetings
- Order and maintain stock lists of supplies
- Collating, drafting and sending documents and correspondence
- Preparing conference and events packs/name badges

**To be an ambassador for CAS supporting and promoting CAS’s diverse range of products and services**

- To develop and maintain an expert working knowledge about the diverse range of CAS’s products and services and seek to raise awareness and promote these locally and wherever possible
- To be a first point of contact to share knowledge about who to turn to for support in CAS
- To actively promote the benefits of the CAS network

**To be a positive and flexible member of a high performing team**

- To work collaboratively with colleagues to find solutions to issues as they arise
- To take responsibility for a range of activities as specified by the HR Manager

**PERSON SPECIFICATION**

<b>Qualifications</b>	<ul style="list-style-type: none"> <li>● A good general standard of education</li> </ul>
<b>Knowledge, Experience and Skill</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>● Experience of effective general administration and reception duties</li> <li>● Excellent written and verbal skills with a customer focused approach and experience of communicating with a diverse range of people</li> <li>● Highly organised and structured organisational and time management skills with the ability to adapt to changing priorities and needs</li> <li>● Discrete and able to work with confidential and sensitive information</li> <li>● Able to work on own initiative within specified guidelines and processes</li> <li>● Experience of working to targets within an outcome framework</li> <li>● To develop, establish and maintain good working relationships across all internal and external teams</li> <li>● An understanding of preparing and sending invoices and maintaining customer databases</li> <li>● Excellent working knowledge of modern IT and software included Microsoft 365</li> <li>● A good understanding of databases and CRM systems</li> </ul>
	<p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>● A qualified First Aider</li> </ul>

	<ul style="list-style-type: none"><li>• Administration or Business qualifications or demonstrable study</li></ul>
<b>Attributes</b>	<ul style="list-style-type: none"><li>• Excellent team player with a positive attitude</li><li>• High levels of flexibility and a can do attitude with the ability to “muck in” where required</li><li>• A collaborative and solution based approach to solving problems</li><li>• Ability to self manage, organise, balance and deliver against a range of competing priorities</li><li>• Personal commitment to CAS and its values</li><li>• An ability to contribute to an emotionally healthy and fun working environment</li></ul>

October 2021