



## JOB DESCRIPTION – Support Services Assistant

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| <b>JOB TITLE:</b> Support Services Assistant   | <b>SALARY:</b> £18,900 FTE (£11,340 Actual) |
| <b>LOCATION:</b> Community Action Suffolk, Brightspace, Ipswich  | <b>HOURS:</b> 22.5 hours per week           |
| <b>ACCOUNTABLE TO:</b> Head of HR  | <b>Term:</b> Permanent                      |
| <b>JOB PURPOSE</b>   |   |
| <ul style="list-style-type: none"> <li>• To provide general administrative support to CAS projects and services</li> <li>• To organise and co-ordinate the efficient running of Brightspace reception</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 provide general administrative support to CAS projects and services</b></p> <p>To provide a wide range of general administrative tasks that support CAS teams when and where required including but not exclusively:</p> <ul style="list-style-type: none"> <li>○ Answering calls and emails</li> <li>○ Data inputting and analysis</li> <li>○ Taking and writing minutes for meetings</li> <li>○ Collating, drafting and sending documents and correspondence</li> <li>○ Providing support at conferences and meetings</li> <li>○ Preparing conference and events packs/name badges</li> </ul> <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 set up and tidy away the rooms after meetings and replenish kitchen</li> </ul> |   |

and room refreshments and supplies

- To deal with incoming and outgoing post
- To carry out other general reception duties

**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 Head of HR

**PERSON SPECIFICATION**

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| <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 time management skills with the ability to adapt to changing priorities and needs</li> <li>• Good attention to detail</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>• Excellent working knowledge of 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>• Certificate in First Aid</li> <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> </ul>   |

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|  | <ul style="list-style-type: none"><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> |
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**July 2022**