



CITIZENS ADVICE COUNTY DURHAM Administrator Salary: Real Living Wage

We are excited to announce that we are currently seeking to recruit an Administrator to join our thriving charity within County Durham.

We pride ourselves on being non-judgemental and impartial. You will be part of our amazing Healthier and Wealthier team based Spennymoor, who are committed to providing support to clients within our community. If you have a background in administration work or are looking for a new career then this role will give you the job satisfaction and the reward you are looking for.

Position Title: Healthier and Wealthier Administrator

Salary: Real Living Wage

Contracted Hours: 22.5 hours per week

Location: Spennymoor

Closing date for applications: 4th April 2025

Proposed date for interview: 14th April 2025

Where we receive a high number of applications we may pause or close recruitment early.

Context of the role:

The successful post holder will provide administrative support to a team of advisers who provide an in-depth telephone service aimed at supporting patients who typically have long-term health conditions and disabilities.

This rewarding role will involve direct contact with GP practices and their patients, as well as supporting the smooth running of the team with booking appointments, using IT to manage records, and related paperwork. Administrators who enjoy problem-solving and working on new ideas will have opportunities to contribute to developing a responsive and unique service that supports the busy and fast-changing world of healthcare provision in the community.

Applicants should be able to demonstrate excellent communication and organising skills, including an ability to listen effectively and speak confidently and sensitively with a wide range of people. A keen 'eye for detail' and ability to follow processes reliably in busy environments is essential. A willingness to take on new tasks and work flexibly with colleagues is highly desirable and will make the role rewarding for someone who enjoys both variety and detail.

To request an application pack please contact:

recruitment@citizensadvicecd.org.uk or alternatively visit our website

<https://www.citizensadvicecd.org.uk/jobs/>

Please note we do not accept CV's, to download an application pack visit:

What we offer, there's lots:

- From 1st April 23 CACD have committed to become a real living wage employer.
- Our employment package includes a pension scheme which if contributed to provides added peace of mind in form of a death in service plan.
- 28 days holiday plus bank holidays from your first day of employment with an increase to 33 days after 5 years of employment.
- We invest in our staff with excellent training and development opportunities as well as investing in staff welfare and mental health.
- As a member of the team, you'll have access to Mental Health Champions, Mental Health Strategy, wellness action plans, employee assistance program and peer to peer support across the Citizens Advice network.
- Our policies written to support our team include Dignity at work, Equality and Diversity, a range of Paternity Leave policies, Parental Leave, Working Carers and Menopause.
- We have fruit in every office and sometimes we really enjoy cake.

At Citizens Advice County Durham we collect diversity monitoring information to better improve our services and support our research in a way that you can't be identified. By providing these details we can monitor the diversity of applicants. Please click here to complete our diversity monitoring form. When you apply, we collect your personal information through your application form, interview or references so we can process your application. Please click here to read our full privacy policy and to better understand why we ask for certain information, how we use it and how we store it.