



Job Description

Job Title:	Telephone, Digital and Admin Support
Department:	Money Matters
Employed by:	Saltbox
Based at:	Saltbox, Bemersley House, Gitana Street, Hanley, Stoke-on-Trent, ST1 1DY
Salary:	£18,000 – Pro Rata £12,857
Hours:	25 hours – Office-based, home working or community locations – flexibility required
Responsible to:	Money Matters Centre Manager
Contract:	Temporary 6 Month Contract, which may be extended subject to funding
Responsibility:	To provide administrative and telephone support to the Money Matters Team and Saltbox as required
Recruitment:	This post is subject to a satisfactory DBS and reference checks

Purpose of the role

- To work within the Money Matters team providing administrative and Third Party and Client telephone support. To assist the team with phone calls and admin duties as required by the team. To deliver excellent services in line with Saltbox Values, Policies and Procedures.

Summary of duties

- To provide a welcoming and supportive receptionist service for all visitors and callers to Money Matters and/or Saltbox as required.
- To triage, record, assign and monitor all incoming calls and referrals.
- To provide efficient and accurate administrative support.
- To record data and produce reports as required, in relation to contacts made. To maintain detailed case records ensuring complete client confidentiality and conforming with all data protection criteria.
- To receive and deal with day to day enquiries of the service, distribute post, letters and scan documents for the team. Ensuring that outgoing mail is logged and posted.
- To provide efficient and accurate secretarial support to the Money Matters Team and supporting general meetings including taking accurate and meaningful minutes/notes and distributing them to the team promptly and preparing and sending letters.

- To assist with events, projects and client drop-ins.
- To print, prepare and distribute promotional materials to the foodbanks or other locations as required.
- To undertake research and gather information as required.
- To facilitate evaluations of the service from clients and other organisations
- To assist with maintaining and updating spreadsheets accordingly.
- To co-ordinate and train volunteers.
- To undertake such other duties as may be required by the Centre Manager, Management and Trustees.



Person Specification for (the role)

Requirements		Essential	Desirable
Skills / Knowledge / Experience	Demonstrate good oral communication skills and a friendly telephone manner	√	
	Able to demonstrate good, sympathetic person skills	√	
	Possess excellent organisational and administrative skills	√	
	Ability to undertake a number of tasks covering different areas of administration	√	
	Experience of monitoring and providing statistical information	√	
	Good time management skills	√	
	Experience and sensitivity of working with people of different faiths and none	√	
	Excellent written and oral communications skills, with the ability to communicate verbally to a wide range of audiences and individuals	√	
	Experience of maintaining information, evaluation and related reports	√	
	To have a working knowledge of all Microsoft Office Software, Microsoft Teams and OneDrive	√	
	Possess a knowledge and understanding of the activities of the Saltbox		√
	Possess a knowledge and understanding of public, third sector and private agencies & service providers in North Staffordshire		√
	Experience of previous work in an advice setting and an understanding of the challenges that can arise		√
	Computer and other data management skills	√	
Personal Qualities	Self-motivated and able to work under own initiative as well as within a team	√	
	Commitment to providing excellent customer service with high standards of quality	√	
	An enthusiastic and positive personality	√	
	The ability to get on well with others at all levels	√	

	Methodical and consistent in approach	√	
	Willingness to work flexibly within a developing environment with a 'can do' attitude	√	
	Ability to work under pressure and in periods of change and development	√	
	Ability to drive with own transport	√	



Other Information:

Saltbox:

Saltbox is an organisation with Christian values and principles. Saltbox services support those with all faiths and none. It is not a requirement to be a Christian to work for Saltbox, however, staff are expected to behave in accordance with our Values and Guiding Principles, which are detailed below:

Values:

Our message to individuals, communities and organisations is:

- You are valuable
- You have purpose
- You can be forgiven
- You can trust
- You can serve
- You can make a difference

Saltbox's Guiding Principles:

1. We are an organisation with Christian values & principles
2. We aim to make a difference to communities & to see individual lives transformed
3. We seek to work in partnership & seek collaborative opportunities to strengthen communities
4. We strive to be caring, professional & hardworking at all times