

Richmond AID Person Specification and Job Description

Name of Role	Advisor (Trainee)
Responsible to	Information Navigation Manager
Post Description	To help our busy advice team with enquiries, undertaking training on range of areas. To carry out administration tasks to support the work of our Advice teams including processing grant applications, uploading queries and information to our database, calling and emailing clients for further information, making appointments for the advisors, room bookings and more.

Experience & Knowledge	Skills & Abilities
<ol style="list-style-type: none"> 1. Experience of working or volunteering in an office environment as an administrator or relevant equivalent. 2. Excellent administration skills including data entry, editing, typing letters, emailing, minute taking and filing. 3. A high degree of proficiency in MS Office (MS Word, Excel and Outlook, in particular) 4. Able to organise yourself e.g. filing systems, online systems 5. Experience of maintaining up to date records of your work and to organise your own work effectively. <p>Desirable</p> <ol style="list-style-type: none"> 6. Experience of advice work, in particular welfare benefits 7. Demonstrate a keen interest in social justice and in the empowerment of people including disabled people 8. Experience of using a database 	<ul style="list-style-type: none"> • Good communicator both written and verbal • Willingness to learn • Ability to follow instructions • Empathic approach • Able to work independently as well as part of a team • Good time management and task prioritisation • Excellent organisational skills • An understanding of the importance of good professional boundaries
Other requirements	
This post will be subject to a satisfactory enhanced DBS check carried out by Richmond AID.	

Main Tasks and Duties
<ol style="list-style-type: none"> 1. To give advice and support to clients as directed by your manager. 2. To support clients to fill in a range of forms. 3. To support the team with all aspects of advice administration including taking queries, correspondence and data entry, scanning, photocopying and uploading documents to the database. 4. To support our advice teams with enquiries and all aspects of grant administration including taking queries, correspondence and data entry. 5. To support the wider advice team with administration tasks including

6. To communicate with clients via phone and email and letter.
7. Supporting the team with arranging client appointments and room bookings.
8. To participate in key events organised by Richmond AID and other relevant partners to promote services to a wider public
9. Keep accurate records of all clients and maintain a database of client information, continue to update client records with progress and outcomes.
10. Complete all monitoring and evaluation as required by the funder and Richmond AID.
11. Ensure that the project is compliant with the Social Model of Disability
12. Comply with Richmond AID's policies and procedures
13. Attend training and development as identified by you and your manager.
14. Attend team meetings and supervision.
15. You will need to travel within LBRuT as part of this post and occasionally may need to work outside of normal office hours including evening and weekends.
16. Any other work commensurate with the level of this post.