



St Peter's Bentley PCC

Role Description:

CMA Bentley Administrator

CMA Bentley Administrators are employed by The Parochial Church Council of the Ecclesiastical Parish of St Peter, Bentley, and report to the CMA Bentley Centre Manager.

Main purpose of the role

To provide general admin support to the CMA Bentley team of debt advisors by carrying out a range of tasks to ensure the smooth running of the Debt Advice Centre including:

- Dealing with incoming and outgoing correspondence via email, post and telephone
- Speaking to clients to answer queries and resolve issues
- Ensuring new client referrals are contacted and booked in a timely manner
- General data entry, administration of client files and data entry system
- Creating and managing documents
- Compiling reports
- Managing diaries for team members
- Manage social media accounts

General Responsibilities as a member of the staff team, including:

- Attending staff meetings and other meetings as required
- Preparing for and participating in regular supervision
- Undertaking training.

This role description provides a guide to the duties and responsibilities of the post and is not an exhaustive list. The postholder may be asked to undertake any other relevant duties appropriate to the post. The role description will be amended over time in full consultation with the postholder to meet the needs of CMA Bentley.

NB: Due to CMA Bentley working with vulnerable clients, the successful candidate will be required to undertake a standard DBS check.

Person Specification

Criteria	Essential	Desirable
Qualifications	GCSE Maths and English at Grade C or equivalent.	
Experience	<p>Previous customer service or administration roles</p> <p>Ability to manage own workload</p>	<p>Working with vulnerable clients</p> <p>Dealing with third parties as a representative</p> <p>Previous roles in a FCA regulated environment</p> <p>Working in a Faith context</p> <p>Working in a charity context</p>
Knowledge	<p>Being able to understand basic levels of paperwork relating to finances and debt (e.g take relevant information from a council tax bill)</p> <p>Understanding of GDPR</p>	<p>Understanding of FCA regulations.</p> <p>Understanding of church</p> <p>Understanding of CMA</p>
Technical and applied skills	<p>Our filing system is electronic so it is vital you can use a computer</p> <p>IT skills, Word, Excel, Sharepoint, Google Workspace, Social Media, Facebook etc.</p>	<p>Experience with Catalyst case management software</p>



<p>Personal Attributes</p>	<p>Commitment to excellent customer service</p> <p>Empathetic and a good listener. Able to deal with clients without judgement</p> <p>Confident but friendly communications style</p> <p>Understand the importance of confidentiality</p> <p>Honesty and act with integrity at all times</p> <p>Self-motivated and willing to learn new skills</p> <p>Be able to be objective and avoid becoming personally involved</p> <p>Good at prioritising and have a methodical approach</p> <p>Team Player</p> <p>Empathy and involvement with the mission of the Church**</p>	
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***Whilst there is no occupational requirement to be a Christian to undertake this role, our debt advice service is motivated by our Christian faith. We are faith based, not faith biased, we provide our service to anyone in need. The successful candidate will need to be sympathetic to our ethos and undermining this could be considered a disciplinary matter.*