

Job Description

Administrator Support Worker

Annual Salary: Starting salary £14 per hour (30 hours per week)

Main Purpose of job: To provide administrative and practical support to a visually impaired Benefits Officer, enabling them to carry out their duties effectively within a large public sector organisation. The post holder will assist with reading, document management, correspondence, and general office tasks to ensure that work is completed accurately, efficiently, and in line with confidentiality requirements.

Main tasks:

1. Read and interpret documents using a document imaging system, ensuring accuracy and confidentiality.
2. Access and read data from computer systems to assist with the calculation of Housing Benefit and Council Tax Reduction.
3. Manage emails and attachments, including reading, drafting, and saving correspondence appropriately.
4. Prepare written decisions, correspondence, and reports through dictation.
5. Proofread letters and documents to check for accuracy and correct formatting.
6. Maintain diaries, schedule meetings, and organise appointments as required.
7. Print, photocopy, and file documents in line with office procedures.
8. Support the customer in navigating office systems and accompanying them to other areas of the Council as needed.
9. Handle confidential and sensitive information in accordance with data protection and organisational policies.
10. Undertake any other reasonable administrative duties to support the effective delivery of the customer's role.
11. Working in line company policies and procedures.

The above list is not exhaustive, and you will be expected to perform different tasks as necessitated by your role and the overall objectives of the organisation.

Person Specification
Administrator Support Worker

Job Title: Support Worker	
Selection Criteria	Essential/Desirable
Previous experience in an administrative or support role within a public sector or office environment.	D
GCSE grade C (or equivalent) or above in English and Maths.	E
First Aid qualification.	D
Experience of supporting someone with a disability or additional needs.	D
Strong accuracy and focus when reading documents, checking data, and proofreading correspondence.	E
Familiarity with confidentiality and data protection requirements (GDPR).	D
Ability to communicate clearly and appropriately with a wide range of people.	E
Consistent attendance, punctuality, and commitment to agreed working hours.	E
Flexible and supportive approach to working with others, while also being able to work independently.	E
Good IT skills and comfortable learning new IT systems.	E