

Data Entry/Administration/Reception

Inputting and verifying data on the services we provide for our clients

Description

It is critical that we keep complete and accurate data for our records. The role will be to assist the advisors in completing and checking the data held on our secure database concerning the advice we are giving our clients.

It also includes contacting clients to get updates on their situation and their feedback on the service the Trust has provided

The role supports our receptionist who is responsible for taking phone queries and meeting and greeting our clients at our offices in South Wigston

Training on the systems we use will be given

The office is open on a Monday, Wednesday and Friday from 10am until 5pm. We are looking for volunteers who can cover all of some of the days (either full or part days)

Requirements

Most of the work will be using a database system called Advice Pro, but there will also be the need to do scanning and photocopying

A significant amount of the activity will include contacting clients to get their updates and feedback

Training will be given in all aspects of the role

The data base system is secure and there will be the need to ensure that all information is confidential.

The post will also deal with clients calling into the office seeking help and answering the phone.