Public Voice

www.publicvoice.uk

Administration and Enquiries Officer Application Pack

Date: 27th October 2026



Job Title:	Administration and Enquiries Officer
Salary:	£28,860 per annum (+3% pension contribution)
Working hours:	37.5 hours per week, full-time, 5 days per week
Contract length:	Permanent
Reports to:	HR and Administration Director
Based:	On-site – Tottenham Town Hall, Haringey

About Public Voice

Public Voice is a Community Interest Company (CIC) with a mission to improve neighbourhoods, the lives of the people who live in them and the public services they use.

Through our work, we ensure people in the community are heard – bringing together diverse voices and including those who find themselves marginalised or are rarely reached by service providers. We take a usercentred, co-production approach to understanding individuals' and communities' needs, and translate that into meaningful insights for service providers in government, public health, and housing. The results are better outcomes for residents and service users, more effective and efficient services for providers, and stronger and healthier neighbourhoods.

Working at Public Voice is about making a difference to communities as part of a welcoming and supportive team. We offer staff:

- Opportunities to develop new skills and grow
- Wellbeing support, such as our SimplyHealth plan

The role

We are a looking for an Administration and Enquiries Officer to support the delivery of Public Voices administration teams daily functions of the main office and incoming enquiries.

Reporting to the Human Resources and Administration Director, you will be the key person in providing a professional, welcoming, efficient and safe working environment with particular responsibility to be first point of contact for incoming

enquiries from multiple services.

Your role will work closely with the Information and Signposting Development Manager to support systems to receive resident enquiries that come through Public Voice's delivery of a range of community-facing services that are based in multiple London Boroughs.

About You

We are seeking a candidate with a background in front of house administration and customer relations, and experience of supporting a diverse range of people by delivering a consistent quality of response and high level of customer service.

The successful applicant will value equality, diversity and inclusion, and will be enthusiastic about promoting these principles in their work. They will have warmth, empathy and respect for others. They will be an excellent listener, and a confident and articulate communicator.

Job Summary

Main duties:

1. Being a keyholder and opening the office in the mornings.
2. Answering the main door and greeting visitors, responding to in person enquiries.
3. Answering the telephone as first point of contact.
4. Adhering to systems to respond to or pass on incoming enquiries.
5. Providing basic accurate signposting/information.
6. Responding promptly and accurately to email and phone enquiries.
7. Ensuring entry of client details and basic follow up actions into the Charitylog CRM.
8. Ensuring the office space is kept clean and tidy and hazard free.
9. Assisting team rota carrying out monthly office health and safety checks.
10. Good communication with Public Voice services, staff, external stakeholders and clients.
11. Undertaking any other reasonable duties as required.

Values and behaviours

1. Abiding by Public Voice policies and procedures, and ensuring they are understood and applied in our work.
2. Aligning to Public Voice's values of Courage, Collaboration, Integrity and Inclusion.
3. Warmth, empathy and respect for others.

4. Promote equality and value diversity.
5. Flexible and proactive.
6. Effective team player.

How to apply

For more information please download the application pack. To apply, please email a copy of your CV and a personal statement of no more than two sides of A4 detailing your suitability for the role to hello@publicvoice.uk. Deadline for applications is **9am on Monday 16th November 2026**. Shortlisted candidates will be invited for interview, with interviews being held week commencing 23rd November 2026.

If you are applying online using either the Charity Job or NHS Jobs websites, please note there is no need to also email your CV in separately.

If you require the application pack in an alternative format or for any other enquiries, please call the office on 020 3196 1900.

Equality, diversity and inclusion

Public Voice is an equal opportunities employer and an anti-discrimination, pro-diversity and inclusion organisation.

We aim to go beyond the narrow scope of legislative compliance and follow best practice, making equality, fairness and diversity a fundamental part of all our activities.

We want to make sure that everyone is treated fairly and with dignity and respect by challenging discrimination and removing barriers. We recognise the benefits of different values, abilities, and perspectives, and celebrating people's differences. This means promoting an environment that welcomes and values diverse backgrounds, thinking, skills and experience.

We positively welcome applications from candidates from Black, Asian and Minority Ethnic groups and also welcome applications from disabled candidates.

We celebrate the diversity within our staff team who are representative of the diversity in our local communities and continually strive to provide equal access to all.

Person Specification			
Qualifications	**Essential**	**Desirable**	
GCSE grade A-C or 4 and above (or equivalent grade) in English and Maths	E		
Relevant qualification within administration such as an NVQ/QCF		D	
Experience in information and signposting, or similar, in diverse environment.	E		
Experience			
Being first point of contact in an office environment		D	
Handling Enquiry Lines		D	
Providing information, and signposting, over the phone, via email.	E		
Knowledge			
Some understanding of health and social care systems, and the voluntary sector		D	
Good understanding of Data Protection/GDPR compliance and the importance of confidentiality and protection of data	E		
Skills			
Experience using databases, CRM and Excel for data recording and analysing data		D	
Intermediate IT skills - Microsoft Office / O365, including Word, Outlook, Excel, PowerPoint, OneDrive, Teams and Zoom.	E		
Good organisational skills, and time management	E		
Good interpersonal skills and effective team player	E		
Good verbal and written communication skills, delivering messages with clarity and confidence	E		
Resilient and confident, able to work in a busy environment, sometimes under pressure	E		
Ability to communicate with people who may have communication difficulties, showing patience, understanding and empathy	E		

Other			
An understanding of adult Safeguarding issues		D	
A commitment to ongoing learning, adaptable to new systems and environments	E		
A relevant second community language would be desirable.		D	
Understanding of and commitment to mission and values of Public Voice.	E		