

Admin/Customer Service volunteer

What will you do? Office tasks

- Complete an introduction to Citizens Advice and training for your role
- Support the Team Leader by greeting and profiling clients
- Help with the day to day running of the service and waiting room management
- Retrieving and sorting incoming post for caseworkers
- Order stationery
- Preparing consent and authority forms
- Posting documents to clients or other agencies
- Fetching essential office supplies when needed (i.e. if we're out of milk!)
- Supporting our clear-desk policy organising stationery cupboards

What will you do? IT tasks

- Updating client records and setting the correct consents
- Assisting advisers and caseworkers with admin tasks - such as scanning, copying, and drafting documents or appointment paperwork
- Logging updates in client cases and setting assignments for caseworkers
- Disposing of information through proper means
- Occasional testing and auditing of IT equipment

- Keeping up to date with data handling training/accreditation



What's in it for you?

- gain and build on valuable skills and experience such as communication, admin, IT skills and working in a team
- increase your employability
- contribute to the smooth running of the advice service which makes a real difference to peoples' lives
- work with a range of different people, independently and in a team.

And we'll reimburse expenses too.



What do you need to have?

You don't need specific qualifications or skills but you'll need to:

- be friendly and approachable
- respect views, values and cultures that are different to your own
- have good IT skills
- be willing to learn about and follow the Citizens Advice aims, principles and policies, including confidentiality and data protection
- be willing to undertake training in your role



How much time do you need to give?

We can be flexible about the time spent and how often you volunteer so come and talk to us.



Valuing inclusion

Our volunteers come from a range of backgrounds and we particularly welcome applications from racially minoritised people/people of colour, disabled people, people with physical or mental health conditions, LGBTQ+ and non-binary people.

If you are interested in becoming an admin volunteer and would like to discuss flexibility around location, time, 'what you will do' and how we can support you please contact us.



Contact details

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