



Volunteer Role Profile	
Role Title	Volunteer Telephone Receptionist
Base	Working within our offices in Bury & Bolton
Expenses	Reimbursed out of pocket expenses (travel to and from our offices and parking costs, along with any additional costs from attending relevant training courses, as required)

About the Role
<p>This is an exciting role within Citizens Advice Bury & Bolton (CABB).</p> <p>The role of a Volunteer Telephone Receptionist is an important role – you will make a significant contribution to ensuring clients are able to access our services for advice, when they need it.</p> <p>Our training and support packages are invaluable - you'll not be expected to know it all from day one. You'll receive a robust induction period, and you'll feel confident in your skills needed to deliver an excellent level of customer service to our clients.</p> <p>CABB are committed to ensuring that a high-quality advice service is available via multiple channels for anyone who contacts the service – whether or not they live in Bury, Bolton or further afield.</p> <p>To support this, we are seeking dynamic volunteers who are highly motivated and committed to ensuring people can access the right support, from an appropriately trained member of the team.</p> <p>As a Volunteer Telephone Receptionist, you will have a sensitive listening ear and use appropriate questioning skills (via Citizens Advice website, scripts and other diagnostic tools as needed). You will establish what the client wants/ needs and then pass to the appropriate team within CABB.</p> <p>The Volunteer Telephone Receptionist will also assist with our Research and Campaigning work by obtaining consents/ feedback and by providing information on important issues that affect our clients.</p> <p>You will work closely with other volunteers and alongside paid staff. You will also have access to our IT and Case Management Systems.</p>

Citizens Advice Bury & Bolton 26-28 Mawdsley Street, Bolton BL1 1JL

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About Citizens Advice Bury & Bolton

CABB is recognised as one of the leading legal advice organisations in the North West.

CABB is an independent, not-for-profit charity, supported by a range of different partners, specialist staff and trained volunteers – without whom, we would not be able to offer the quality service we do. We provide confidential, impartial, independent and free advice to communities across Bury & Bolton, on their rights and responsibilities.

We are a member of the Citizens Advice network, which provides an extensive online information system used to advise clients and also sets the standards of advice, training, and equal opportunities found within CABB. Citizens Advice also helps people at national level by providing information, advice and by influencing policymakers.

We can help with housing and employment issues or deal with queries about debt or tax issues. We can advise on legal matters, answer questions about immigration and we have lots of experience on family and personal matters too.

Requirements

The role of a Volunteer Telephone Receptionist is an important, central role within CABB.

You do not need any specific qualifications or experience, but we ask that you:

- are polite when talking to people
- are good at listening
- have a good telephone manner
- are confident or familiar with keyboard skills, including searching the internet
- have an understanding of, and commitment to, confidentiality
- have good literacy skills
- are flexible and willing to work as part of a busy team and assist in other operational areas where needed
- are confident inputting data and maintain case records
- are open minded and not judge clients
- have a willingness to learn
- enjoy helping people
- are committed to and working within the aims, principles and policies of CABB.

Commitment

Due to the level of support given and the training required for this role, we ask that you are able to commit to a minimum of 7 hours/ week, for a period of six months – this can be split into half days or full days – we're completely flexible!

We require support between 9.30am – 4.30pm, Monday – Friday.

Benefits to You

We offer our volunteers continuous support, access to training and further development opportunities. You will have a named supervisor, who will provide regular feedback and one to one support. You will also receive support from a range of other colleagues and are invited to attend full staff team meetings.

This is an excellent opportunity for volunteers to grow in confidence and gain exposure to the charitable sector, local and national policy.

There are also plenty of development opportunities for our volunteers. Depending on individual performance and business need, our Volunteer Telephone Receptionist could progress to provide advice via the telephone, or face to face.