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| **Volunteer Role Profile** |
| Role Title | Reception Support Volunteer |
| Base | Working within our face-to-face services across 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) |

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| **About the Role** |
| This is an exciting role within Citizens Advice Bury & Bolton (CABB), working as part of our meet and greet team, providing a professional and welcoming front of house service to members of the public wishing to use our service.Our Reception Support Volunteers are the first point of contact for those attending the service for appointments or drop-in. You will work sensitively with individuals from a diverse range of backgrounds and cultures, you will explain the services we offer, waiting times and procedures, whilst maintaining confidentiality and liaising with team members to ensure clients are supported. In addition to providing a welcoming reception environment, you will engage with anyone attending our service to obtain information about what support they require. There will also be some requirement for accurate data input onto our systems and be responsible for ensuring our waiting area and leaflets are kept tidy and well stocked. You will work closely with other volunteers and alongside our paid staff, answering the telephone, transferring calls and taking messages. You will also have access to our IT and Case Management Systems.  |

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| **About Citizens Advice Bury & Bolton** |
| CABB is recognised as one of the leading legal advice organisations in the North West. During 2020-2021, we supported 15,000 clients, with 42,000 issues.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.  |

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| **Requirements** |
| The role of a Reception Support Volunteer 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
* be friendly and approachable.
* have basic computing skills (full training & training will be provided on our specific systems)
* have an understanding of, and commitment to, confidentiality
* are able to stay calm when user pressure
* have excellent verbal communication skills
* have good literacy skills
* are flexible and willing to work as part of a busy team and assist in other operational areas where needed
* have a willingness to learn
* are committed to and working within the aims, principles and policies of CABB.
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| **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 six hours per week (one full day or two half days) for a six-month period. We require support between 9.30am – 4.30pm, Monday – Friday.  |

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| **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 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.  |