

Admin and Client Services Volunteer Reception



What will you do?

- complete an introduction to Citizens Advice and training for your role
- greet clients attending for advice and establish client enquiry,
- ensure 'capture sheets' are given to all clients attending drop-in and, where required, give assistance with the completion,
- explain our service delivery processes and manage clients' expectations of waiting times,
- keep reception / waiting areas tidy, leaflets & information well-stocked,

Some examples of what you could do:

- Signpost client to a more appropriate organisation who can assist / advise on the client enquiry,
- Provide client with information to take away to enable client to deal with their issue,
- Develop and maintain a broad oversight and knowledge base of services provided by CABB



What's in it for you?

- make a real difference to people's lives by helping clients gain knowledge, confidence and skills to improve their independence in specific areas
- learn about a range of issues that affect our clients
- build on valuable skills such as communication, listening, using your initiative and problem solving
- increase your employability

- work with a range of different people
- have a positive impact in your community

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, patient and approachable
- be non-judgmental and respect views, values and cultures that are different to your own
- have good listening skills
- have excellent verbal and written communication skills
- have good maths and IT skills
- be able to understand information and explain it to others
- 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?

Ideally, we ask for 4 hours per week, which can be over one day or spread over two days, for at least 6 months.

We can be flexible 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 a client support role and would like to discuss flexibility around location, time, 'what you will do' and how we can support you please contact us.



Contact details – volunteers@cabb.org.uk