

# Reception & Admin volunteer

## What will you do?

- complete an introduction to Citizens Advice and training for your role
- help with the day to day running of the Citizens Advice service
- reception duties – taking messages off the Call & Ring Back line
- welcoming our clients and getting them prepared for their appointments.
- answer the telephone, reply to emails and post
- type up letters and read through documents checking for mistakes
- print, scan and file documents
- update spreadsheets and databases

## 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
- build your confidence and enjoy the camaraderie of a friendly team working together for the local community
- increase your employability – many of our volunteers go on to paid roles
- contribute to the smooth running of the advice service which makes a real difference to people's 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, but ideally you'll be with us a day or two half days a week.



## Location

We have offices in St Leonards-on-Sea and Bexhill-on-Sea



## Valuing inclusion

Our volunteers come from a range of backgrounds and we particularly welcome applications from disabled people, people with physical or mental health conditions, LGBT+ and non-binary people, and people from Black Asian Minority Ethnic (BAME) communities.

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 detail

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