



Reception/Information Assistant - Role Description

Every year Citizens Advice South Worcestershire helps over 5,000 local people.

We can all face problems that seem complicated or intimidating. At Citizens Advice we believe no one should have to face these problems without good quality, independent advice.

That's why we're here: to give people the knowledge and the confidence they need to find their way forward, whoever they are, and whatever their problem. And our services are all completely free - when we say we're for everyone, we mean it.



What will you do?

- complete an introduction to Citizens Advice and training for your role
- welcome all clients and other visitors to the local Citizens Advice
- explain to the client how long they might be waiting and what will happen and give out a form for clients to fill in
- type up information from the client form onto a spreadsheet or database
- answer the telephone, reply to emails and post
- help with the day to day running of the Citizens Advice service



What's in it for you?

- gain and build on valuable skills and experience such as communication, 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
- be non-judgmental and respect views, values and cultures that are different to your own
- have good IT skills
- be calm under pressure
- 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 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 a customer service volunteer / reception 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

Please apply for this role using the downloadable volunteer application form on our website: <http://www.citizensadvice.org.uk/volunteer/>

If you have any questions or would like to chat about the role please email: volunteer@citizensadvice.org.uk

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