

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 an induction for your role
- handle financial paperwork, such as bank statements and invoices, and file hard and electronic copies
- process sales and suppliers' invoices, receipts and payments
- enter data into accounting software (we use QuickBooks)
- manage staff and volunteer expenses claims
- help the Management Accountant and Finance Manager with administrative tasks including preparing quarterly accounts



What's in it for you?

- make a positive impact for people in your local area by helping Citizens Advice South Worcestershire to effectively manage its financial activities
- meet people and build relationships with trustees, staff and other volunteers
- build on your bookkeeping skills
- increase your employability or expand your skills base

And we'll reimburse expenses too.



What do you need to have?

You don't need specific qualifications or previous experience 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 math skills for accurate record keeping
- be able to use IT, be familiar with spreadsheets and willing to learn/use QuickBooks
- have good communication skills
- be able to pay good attention to detail
- be willing to learn about and follow the Citizens Advice aims, principles and policies, including confidentiality and data protection



How much time do you need to give?

Ideally we are looking for 1 day a week.



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 financial capability trainer 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/volunteering/>

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