

**Admin and Reception Volunteer**



**What will you do?**

We are looking for a volunteer to help us to coordinate the administration and reception functions of our advice services, enabling the project team members to carry out their advice sessions effectively.

You will work closely with our service teams to identify where support is needed, taking responsibility for the incoming telephone messages and emails, updating the task lists & work queues for each adviser, supporting the staff & volunteers within each service, and providing low level IT support.

This is a varied volunteer role suitable for someone with good time management, IT, and people skills. You will receive an introduction to Citizens Advice training.

 **Admin duties**

* help with the day to day running of the Citizens Advice service including updating personnel records, arranging meetings, ensuring reception cover
* aid in the induction and onboarding of new team members
* answer the telephone, reply to emails and post
* order stationery
* print and scan documents using a printer
* update spreadsheets and databases
* working with our outsourced IT support to ensure team members can work effectively

**Reception duties**

* welcome all clients and other visitors to the office
* explain to the client how long they might be waiting and what will happen and give out a form for clients to fill in
* act as administrative support to the sessions supervisors as required
* type up information from the client form onto a spreadsheet or database
* answer the telephone, reply to emails and post



**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
* 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
* 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 ask for a minimum commitment of 8 hours a week, but can be flexible on which day or days you work.



**Location**

Mainly based in our Bracknell Office. Occasional travel to Maidenhead may also be required.

**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 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 details**

For more information on the role and to apply, please email recruitment@caeb.org.uk detailing the role which you are applying for.