

Admin Volunteer – Mental Health Project

What will you do?

We are looking for a volunteer to provide administration support for our advice services, enabling the Mental Health 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 incoming client referrals, uploading relevant information and emails to our systems. You will help update the task lists & work queues for advisers, supporting the staff & volunteers within each service. You will work with the Head of Advice to provide relevant information for quarterly impact reports.

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 and training.

Admin duties

- help with the day to day running of the Citizens Advice service including updating personnel records, uploading emails to client system and processing client survey responses
- provide admin support to specific advice service teams including our Mental Health project
- type up information from the client form onto a spreadsheet or database
- act as administrative support to the sessions supervisors as required
- answer the telephone, reply to emails and post
- print and scan documents using a printer
- update spreadsheets and databases
- identify case studies for quarterly impact reports
- work with our outsourced IT support to ensure team members can work effectively

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
- Citizens Advice east Berkshire will reimburse expenses

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

We have offices in Maidenhead and Bracknell and can be flexible to suit you.

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

If you wish to apply for the role, please complete the following forms:

- [Volunteer Application Form](#) and [Volunteer Agreement](#) – return these to recruitment@caeb.org.uk
- [Diversity Monitoring Form](#) – return this to hr@caeb.org.uk

For more information on the role please email recruitment@caeb.org.uk.