



**Citizens Advice St Albans District (CASTAD)**  
**Volunteer Office Attendant – Role Description**

**Function:** Your role will be to assist our volunteers to concentrate on providing a high quality service to our clients. For example:

- by making hot drinks for volunteers who are on duty
- washing up

During the course of the day you may be asked to undertake these tasks according to your ability and particular interests:

- keeping the office clean and tidy
- cleaning the fridge
- descaling the kettle
- synchronising the clocks in all the interview rooms and the offices
- shopping for supplies for tea and coffee making, biscuits and refreshments for meetings
- confidential paper shredding
- tidying the stationery cupboard
- cleaning keyboards and phone handsets
- refilling staplers
- sharpening pencils
- labelling, etc

**Skills and attitudes**

**Skills**

Ability to follow instructions and work as part of a team, building relationships with other volunteers that help them to achieve their tasks for clients.

**Impartiality**

Whatever their views, volunteers will be expected to work with all kinds of people and on any kind of problem they have. They must be prepared to examine their own views and feelings to make sure that they are able to give an equally good service to everyone.

**Equal Opportunities**

All volunteers are expected to carry out the Citizens Advice policy of equal opportunities. This means an active opposition to all forms of discrimination, and to make sure that the service is equally available to all people.

**Confidentiality**

Everything seen and heard in the office has to be private and every volunteer has to sign an agreement to observe a strict rule of confidentiality before beginning work in the office.

This volunteering role would suit someone wanting to rebuild confidence upon returning to the workplace after an absence.

**Hours of work:** by arrangement. Flexible to suit successful applicants(s) ideally for one or two hours, 2-3 days per week.

**Support and supervision:** Day to day support will be provided by the Admin Assistant. There will be additional support at times from other staff and volunteers.

**Expenses:** Reasonable travel expenses will be reimbursed.