



Citizens Advice St Albans District (CASTAD) Reception / Admin Volunteer Role Description

Role:

To operate the reception, welcoming clients, providing information and ensuring clients and visitors to the Citizens Advice are dealt with according to Citizens Advice procedures and to provide administrative support to the back office to help ensure the smooth running of CASTAD.

Your availability:

We ask that you can be available 46 weeks a year, volunteering on two half days (or one full day) a week for a minimum of 12 months in order to make the opportunity worthwhile for you and us.

Main Duties and Responsibilities:

- Opening, recording and distributing incoming post, and preparing outgoing mail.
- Filing & archiving – creating and maintaining electronic and paper filing systems in accordance with Citizens Advice procedures.
- Photocopying / scanning documentation into client records.
- Answering the telephone, referring calls, taking messages where appropriate.
- Maintaining and ordering supplies of stationery, leaflets and posters and other items as necessary.
- Welcoming clients and visitors coming into the St Albans HUB.
- Explaining procedures and waiting times to clients.
- Providing information about Citizens Advice and other advice services to clients from a diverse range of backgrounds and cultures.
- Processing client information collected at the reception helpdesk.
- Providing clients with information where appropriate, including details of other agencies, and point out leaflets / factsheets from the CitA Public Site.
- Maintaining online appointment diaries.
- Updating public information and materials.
- Any other relevant reception/admin duties as required to ensure the smooth running of CASTAD.
- Maintain strict client confidentiality.
- Adhere to health and safety procedures and share responsibility for your own safety and that of colleagues.

Reporting to: The Office Manager

Personal skills and qualities:

- Good numeracy and literacy skills.
- Good communication skills - including the ability to deal appropriately with a range of people both face-to-face and by telephone.
- A good level of computer literacy.
- To be organised and systematic.
- Demonstrate the ability to manage own time effectively.
- Friendliness and approachability.
- Flexibility and willingness to work as part of a team.
- A commitment to the aims and principles of Citizens Advice including the Service's Equality & Diversity policy.
- An understanding of Equality & Diversity issues and/or the willingness to examine and challenge own preconceptions.

What you may gain from volunteering with us:

- Satisfaction of helping others.
- Make a positive difference to your community.
- Meet new people and make new friends.
- Learn new skills and share existing ones.
- Try something new and take on new challenges.
- Build confidence and self esteem.
- Enhance life and career plans.
- Improve your employability.

Your Professional Development:

- Attendance and participation at team meetings.
- Invited to attend board meetings to improve communication and understanding within the organisation.
- Opportunities to attend relevant training as identified by the Line Manager.
- Annual reviews.
- Employment references can be provided.