

## Admin Support volunteer

The administrative position plays a crucial role in supporting the efficient operation of an office or department. Responsibilities typically involve handling various administrative tasks, providing clerical support, and ensuring organizational processes run smoothly.



### What will you do?

- Complete an introduction to Citizens Advice and training for your role.
- Help with the day to day running of the Citizens Advice service.
- Manage incoming calls, emails, and correspondence.
- Distribute incoming post and prepare outgoing mail for despatch.
- Type up simple letters and read through documents checking for mistakes.
- Perform general clerical duties such as data entry, filing, photocopying, scanning, and managing documents.
- Maintain and update records, databases, and filing systems, ensuring accuracy and confidentiality.
- Coordinate communication between colleagues or external stakeholder.
- Interact with clients, or visitors aiding and maintaining professional and welcoming environment, not in an advice role.
- Welcome clients into Citizens Advice Bromley and explain procedures, not in advice role.
- Undertake reception work as and when required.
- Contribute to weekly briefings.
- Ensure office supplies are stocked, equipment is in working order, and assist with basic office maintenance.



### 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.
  - 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, within limits.



## **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 communication (written and verbal), listening, interpersonal abilities and IT skills - essential.
- Strong organizational and time management skills.
- Attention to detail and accuracy in handling tasks.
- Be willing to learn about and follow the Citizens Advice aims, principles and policies, including confidentiality and data protection.
- Discretion with sensitive information and maintaining confidentiality.
- Ability to multitask and prioritize workload effectively.
- Previous experience in administrative role or office job – but not essential.
- Be willing to undertake training in your role.



## **How much time do you need to give?**

We ask that you are able to volunteer for at least a minimum of 1 year. We can be flexible about the hours that you volunteer so come and talk to us. Our vacancies are across all our departments.



## **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 an Admin Support 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**

Please contact Volunteer Recruitment for further information and application form at Citizens Advice Bromley, Community House, South Street, Bromley BR1 1RH or email her at [Recruitment@citizensadvicebromley.org.uk](mailto:Recruitment@citizensadvicebromley.org.uk)