

Reception / Administrative Support Volunteer



What will you do?

- Complete an introduction to Citizens Advice and training for your role.
- Welcome all clients and other visitors to the local Citizens Advice.
- Explain to the client how long they might be waiting and what will happen and give out a form for clients to fill in.
- Help with the day to day running of the Citizens Advice service.
- Answer the telephone, reply to emails and post.
- Type up letters and read through documents checking for mistakes.
- Print and scan documents using a printer.
- Update spreadsheets and multiple databases.
- Talk to clients where necessary, not in an advice role.



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, listening and IT skills – essential.
- 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 are looking for someone to work on a Monday and Thursday mornings at our Anerley Town Hall Outreach Centre, SE20 8BD. We ask that you can volunteer for at least a minimum of 1 year.



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 Sue Webb, 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