

Reception and admin volunteer



What will you do?

- complete an introduction to Citizens Advice and training for your role
- welcome all clients and other visitors to our office in Esher
- explain to the client how long they might be waiting and what will happen and give out a form for clients to fill in
- allocate an adviser to each client
- help with the day to day running of the service including administration tasks such as filing and opening post



What's in it for you?

- make a real difference to people's lives
- learn about a range of issues such as benefits, debt, employment and housing
- build on valuable skills such as customer service, communication, listening and problem solving, and increase your employability
- work with a range of different people, independently and in a team
- have a positive impact in your community

And we'll reimburse travel expenses too if you live in Elmbridge.



What do you need to have?

You don't need specific qualifications or skills but you'll need to:

- be friendly and approachable
- be non-judgmental and respect views, values and cultures that are different to your own

- have good listening skills
- be able to understand information and explain it to others
- have some basic IT skills (but training will be provided)
- 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 need help on Fridays when we are open to the public between 10:30am and 3:30pm. You could volunteer for the whole day or just the morning or afternoon.



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.



Contact details

Call us on 01372 462100 during our office opening hours or use our online form and we'll be in touch.