



Administrators should be quick at learning new systems, have good computer skills, a pleasant telephone manner and be able to prioritise a varied workload.

### **Receptionist**

The Receptionist is the first person our clients meet when arriving at Citizens Advice so this is an important role as first impressions matter. Receptionists should have a welcoming, friendly manner, the ability to use computers for setting up new client records onto our client database and the ability to act in a non-judgemental, sensitive and reassuring way.

### **Casework Support**

The purpose of this role is to support the Advisers and Caseworkers undertaking non-advice work such as making basic telephone calls on behalf of clients, filling out basic forms, generating standard letters (appointments etc.), sending standard replies to email advice requests, updating information on our client database, sending basic information to clients

This important role releases Advisers and Caseworkers from administrative tasks so that they can help more clients.

### **Data Inputting**

Citizens Advice undertakes regular client surveys and monitoring of cases to identify the changing needs of clients. Data Input volunteers also help Advisers input data into our case recording programme. This role would suit anyone who cannot commit to an advice or administration role but who has computer skills and some time to spare.

### **Research & Campaigns**

Our Research & Campaigns team use the evidence we get from clients cases to identify local and national issues and campaign to bring about change.

Information gathered is sent to Citizens Advice central office by branches across the country, where it is collated and the information is communicated to central government. Our national Research & Campaigns team analyse data and write reports, letters and press releases, undertake campaigning work and where appropriate lobby MP's. Our research & campaigns work makes a real and significant difference to social justice.

### **Trustee Board**

The Trustee Board maintains and develops the Citizens Advice service locally to meet the needs of the local community within the budgets available. It must ensure that a high standard of service is provided, meeting the aims, principles and policies agreed by Citizens Advice nationally. Board members need to think creatively and strategically, and exercise good, independent judgement. There is a structured programme of induction for Trustees and specific training organised through Citizens Advice central office. Trustee Board Meetings are bi-monthly.

### **Volunteer Recruitment Procedure**

Potential volunteers are invited to an Information Session with our Training Coordinator to learn more about us, the volunteer roles available, the training and support we provide and the commitment we expect from volunteers.

All potential volunteers complete an application form and references are taken up prior to an interview. Successful applicants attend an Induction before taking up their chosen volunteer role.

All our volunteers are fully trained and ongoing training and support is provided, but volunteers must be committed and reliable so we can be sure that we can offer a full advice service during our advice session times, making sure all those who seek advice from us are provided with high quality advice.