**Admin/Reception 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
* send appointments reminders
* copy and scan documents using a printer
* update spreadsheets and databases



**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
* increase your employability
* 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 travel expenses from within the boundaries of Enfield too.



**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 IT skills
* 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?**

Two days a week 9.30am - 4.30pm



**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/Reception volunteer and need flexibility around location, time, ‘what you will do’ and how we can support you please include details in your application.

**To apply:**

**please complete the application process on our website:**

[**http://citizensadviceenfield.org.uk/volunteering**](http://citizensadviceenfield.org.uk/volunteering)