



Administration & Reception Volunteer

Role description

Volunteer Role Title: Administration & Reception Volunteer

Reporting to: Office Administrator

Hours: 14 hours - Part-time

Location: Based in Unit 3, Vincent House, 2e Nags Head Road, Ponders End, EN3 7FN.

About the role

Key Functions

What will you do?

- Welcome all clients and other visitors on Reception
- Explain to the client how long they might be waiting and what will happen and give out relevant data protection forms for clients to complete.
- Manage incoming and outgoing post.
- Support advisers and the staff team with client registration, photocopying and scanning documents.
- Send appointments reminders.
- Update internal spreadsheets and databases as required
- Ensure workstations and office equipment are stocked with appropriate stationary, equipment etc
- Ensure posters and display information are up to date.
- Ensure hard copy resources are fully stocked in our pigeonholes

- Make calls to third parties on behalf of CAE following up letters sent by advisers.
- Call clients to chase up actions set by advisers then updating case records
- Monitoring our client mailbox – recording all actions taken, liaising with supervisors about what to do, setting reminders and tasks

What's in it for you?

- Gain experience and build on skills such as communication, admin, IT 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.

We will reimburse travel expenses within the boundaries of Enfield.

You will 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 - 4.00pm



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.

How to apply:

Please complete the application process on our website:

<https://www.citizensadviceenfield.org.uk/recruitment/>