

Advice and Information Assistant

What will you do?

- complete an introduction to Citizens Advice and training for your role
- You will be assisting clients via telephone and face-to-face, helping the team with administrative duties.
- You will be ensuring that the front of house is running smoothly, and advisers and caseworkers have the administrative assistance they need.
- You will be using your communication skills to liaise with colleagues and clients.
- You will be helping to prioritise your workload and assisting advisors with urgent requests for support
- You will be helping new volunteers by allowing them to shadow you throughout the sessions

What's in it for you?

- have a positive impact on the whole team at Citizens Advice Harlow
- meet people and build relationships with employees and volunteers
- build on valuable skills such as communication, administration and organisation skills
- increase your employability
- work with a range of different people, independently and in a team.

And we'll reimburse expenses too.



What do you need to have?

You'll need to have some recent admin experience and

- be friendly and approachable
- be non-judgmental and respect views, values and cultures that are different to your own
- have good verbal and written communication skills
- have basic use of MS365
- 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 can be flexible about the time spent and how often you volunteer so come and talk to us.



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 a Advice and Information Assistant volunteer and would like to discuss flexibility around location, time, 'what you will do' and how we can support you with your training



Contact details: T: 01279 770189 E: volunteering@harlowcitizensadvice.org.uk