



Volunteer Role

Receptionist

What is a Receptionist?

A receptionist greets members of the public that call into our office. They work one to one with visitors to establish the best way to help them, which includes signposting to our websites to find information or to seek advice via our Adviceline, email and WhatsApp. For those with an emergency, guidance is sought from onsite supervisors.

What's involved?

- Opening the door and greeting visitors, identifying their issues in a respectful and effective manner
- Signposting to the most appropriate channel for support and advice
- Supporting clients to access e-mail advice and demonstrating public information site
- Providing leaflets, information, directions as appropriate, including supporting a client to prepare for a phone call or appointment
- Maintaining stocks of leaflets, both outside and inside the building
- Providing an incoming and outgoing postal service, including receiving documents from clients, scanning and returning originals, photocopying and franking post, receiving and processing deliveries, taking post to the post office
- Checking and updating information on our case management system; gain appropriate consent to pass on personal details and support clients to complete registration forms
- Other routine administrative tasks as required, such as updating databases and spreadsheets, printing and photocopying

We will train you to....

- Liaise effectively with visitors, clients, colleagues and other outside agencies
- Gather essential information in a respectful and confidential manner
- Use our online systems and tools and case management system
- Complete clear and accurate case records

This role will suit people who....

- have good communication skills and IT skills
- are able to commit to the aims and principles of the Citizens Advice Service and respect views, values and cultures that are different from their own
- understand why confidentiality is important and uphold our standards
- can work with others in an open and approachable manner
- enjoy working as part of a team and have positive attitudes to learning and development
- are used to multitasking and can shift between tasks as needed
- have an eye for detail and enjoy sifting through information to extract what is relevant

Training

Our training is accredited by National Citizens Advice and is free. The training course is delivered through a mixture of:

- self-study using the National Citizens Advice online learning platform
- one to one review via zoom
- shadowing and observation sessions with experienced colleagues

Time commitment: Receptionists are invited to give 4 or more hours a week and at the current time this is between 10.00am and 2.00pm Monday to Friday.

The Volunteer Experience: You will be fully supported throughout your volunteering sessions and you will be able to speak to your supervisor at all times.