

Administration



Location: Your local bureaux

Time required: flexible

Duration: long term minimum 6 months

Pattern: Weekly

We currently have a range of volunteer opportunities available in our locally based bureau for administration support, ideally we would like individuals with previous experience and the ability to commit to a regular weekly time slot.

Purpose of the role

- To help ensure the smooth running and organisation of the bureau.

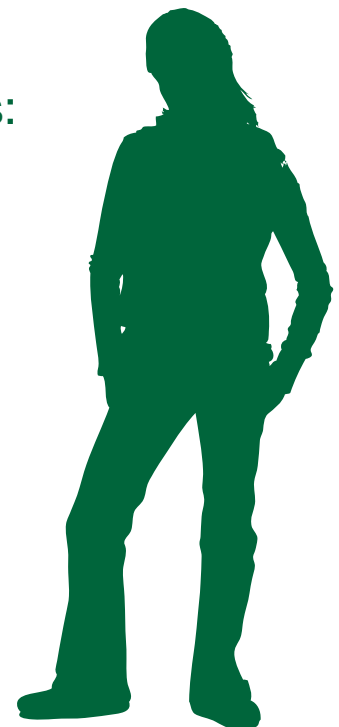
Main duties and responsibilities may include:

- Typing letters and memos for bureau workers
- Updating databases and information systems
- Filing
- Photocopying
- Taking minutes at workers' meetings
- Answering the telephone, taking messages where appropriate
- Ordering stationery and other necessary items
- Completing social policy forms
- Ordering and organising leaflets
- Greeting clients

Personal skills and qualities that an Adviser needs:

- A commitment to the aims and principles of the CAB service
- To be organised and systematic
- An understanding of the importance of CAB work
- Excellent communication skills, both orally and in writing
- A willingness to attend training and other meetings
- To be able to work as part of a team

As this volunteer role will involve potential access to client information and personal details it is a regulated position and will be subject to a police record check. For more information on this process please see our website www.citizensadvice.co.uk/volunteering



Training provision

Whilst it would be anticipated that volunteers who are interested in this role would have some prior experience in an administration role all systems unique to Citizens Advice will be covered in your initial training within bureau.

Citizens advice actively encourages and invests in the development of our volunteer team as new training becomes available you will have the opportunity to increase your skills and access training which relates to your role within the organisation.

Benefits and support

- Reimbursement of travel expenses (with valid receipts)
- Reimbursement of lunch expenses (with valid receipts)
- A contribution towards your childcare costs
- Accredited training
- Managerial support & supervision
- Access to the volunteer network and volunteer forum
- Monthly volunteer recognition draws.

Contact

If you are interested in this role or would like to discuss the potential for your volunteering in more detail please contact the

Volunteer coordinator
46 Donegall Pass
Belfast
BT7 1BS

Tel:028 9023 1120
email: volunteering@citizensadvice.co.uk

Alternatively contact your local Citizens Advice Bureau
full details are available from our website www.citizensadvice.co.uk

