Volunteer opportunity - Receptionist

Cannock

Unpaid role

Monday and Wednesday Permanent, part-time, flexible (both days or either) at least 6 hours per week

Volunteering with Citizens Advice is a richly rewarding experience, providing many opportunities to contribute to and safeguard the organisation's work and make a real difference.

The Role

Deliver a positive client experience by acting as a point of contact for clients and providing administrative support to the service.

What you will do

- Work as part of a team helping with the day to day running of the Citizens Advice service
- Welcome clients and visitors and keep them informed about what happens next
- Handle emails, post and phone calls ensuring they reach the right people
- Handle general enquiries from clients at reception, signposting to the support available
- Collect client information, and update client records on our digital system

- Ensure the reception area remains tidy and stocked with relevant and up to date materials e.g. leaflets

- Keep up to date with Citizens Advice research and campaigns work

How to Apply:

Email volunteering@citizensadvicessw.org.uk

Online: www.citizensadvicessw.org.uk/volunteer

Citizens Advice values diversity, promotes equality, and challenges discrimination. We encourage and welcome applications from people of all backgrounds.