

**Reception Volunteer (Fleet)**

Are you free on a Tuesday or Thursday? Do you enjoy working with people? Would you like to make a difference to a local charity?

We are looking for a volunteer receptionist to welcome clients and take details of issues so we can find the best way to help them, whether it be signposting or making an appointment to see one of our volunteer advisers. You would be volunteering with a small friendly team of staff and volunteers in our Fleet office in the Civic Offices, Harlington Way.

* Role includes:
* Being the first point of access for Citizens Advice clients when they come into the office or contact our administrative line.
* Provide information about Citizens Advice, including waiting times, procedures and services on offer from a diverse range of backgrounds and cultures.
* Provide clients with information where appropriate, including details of other agencies and self-help materials.
* Provide a service that is based on sensitivity and respect for clients.
* Enter information into computer systems.
* Work within agreed office systems and procedures.
* Keep the reception area tidy.
* Attend internal and external training courses (travel expenses will be reimbursed).

### **Skills**

The role may be suitable if you:

* Are polite when talking to people.
* Have basic computing skills.
* Be friendly and approachable.
* Understand and commit to, confidentiality.
* Respect for views, values and cultures that are different to your own.
* Volunteers must be 16+ and able to commit to volunteering once a week.

**Why volunteer for us?**

Citizens Advice is there to help people whenever they need it, to campaign on issues that need changing and to champion equality. By joining us you will play a vital part in delivering a much-valued service across the Hart District. Your skills can help make a difference to those in need.



**What’s in it for you?**

* Build on and develop skills
* Increase your employability
* Have a positive impact on someone else’s experience of volunteering with the local Citizens Advice
* Meet people and build relationships with other volunteers
* Contribute to the smooth running of the advice service which makes a real difference to peoples’ lives

And we will reimburse expenses too.



**What do you need to have?**

The ideal person will have previous experience in administration processes with excellent Microsoft Office and document presentation skills. Previous experience with a Board or Governing Body would be ideal. Our volunteers come from a range of backgrounds as we welcome applications from all members of our community that have the attributes for the role.

You’ll also need to;

* Be friendly, patient and approachable
* Respect views, values and cultures that are different to your own
* Have good verbal and written communication skills
* Have good IT skills, including MS Office
* Be willing to learn about and follow the Citizens Advice aims, principles and policies, including confidentiality and data protection
* Be willing to undertake a full induction and training in your role



**How much time do you need to give?**

We are currently looking for volunteers on Tuesday and Thursday. Our offices are open 9.30 to 3.30pm and you would normally volunteer for a morning or afternoon session although you are welcome to do more than one session if you would prefer.

**Where will you be based?**

From our office in Fleet.



**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, LGBTQ+ and non-binary people, and people from Black, Asian and Minority Ethnic communities.

If you are interested in applying for the role and would like to discuss flexibility around location, time, ‘what you will do’ and how we can support you please contact us.



**Contact Details**

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**Citizensadvicehart.org.uk/get-involved/volunteering**