



Volunteer Caseworker Buddy Specialist Team, all locations

Role purpose

To help and support the specialist team with the day to day administration, based at one of our six locations in West Sussex

Main Duties & Responsibilities

- Completing and sending template letters to clients.
- Updating & inputting accurate data into Excel spreadsheets and databases.
- Post – scanning, recording, attaching documents to database, franking.
- Answering the telephone, replying to emails and post.

Whats in it for you?

- Gain and build on valuable skills and experience such as communication, admin, IT, in a legal environment.
- Increase your employability
- Contribute to the smooth running of the advice service which makes a real difference to peoples' lives
- Work with a range of different people, independently and in a team.

Personal Skills & Qualities

Previous administration including Excel spreadsheet experience would be desirable.

You need to:

- be approachable and willing to work as part of a team
- have good communication skills, both written and verbal
- have good IT skills and a willingness to learn our database system
- be organised and systematic, with good attention to detail
- have an understanding of, and commitment to, confidentiality and the aims and principles of Citizen Advice.

Other Information

Ideally we are looking for someone to undertake this role one day a week, which could be over 2 days. We will consider half a day per week as well. Training and support is given and travel expenses are paid. If you are interested please email

Volunteer@westsussexcab.org.uk for more details.