



Volunteer Client Service / Administrator



Role purpose

We need help opening our services , do you want to help your community by offering us your client service skills?

We are looking for volunteers to help provide service and keep our offices running.

Main Duties & Responsibilities

- greet clients and other visitors , explain the advice process and offer information needed by clients
- answer the phone, take messages , explain the available services
- point out leaflets, lists and self-help materials or send information by e-mail
- direct clients to relevant pages on our website
- set up new client and update client information on our database
- writing standard letters, scanning, photocopying, franking
- dealing with some office / premises issues

Personal Skills & Qualities

Specific qualifications and experience are not required to take on the role.
You need:

- to be friendly and approachable with excellent interpersonal skills
- an awareness of the potential needs of vulnerable clients
- to have good IT skills (outlook, database , spreadsheet, photocopier, scanner, franking machine)
- be confident to work independently
- to be open minded and non-judgmental
- an understanding of and commitment to confidentiality

Other Information

You will be working as part of a team of committed people, supported by a Supervisor.

You will need your own IT equipment and access to Wi-Fi to complete training as we provide digital training and ask you to be pro-active when elements of these are self learning.

You could do this role if you are available to volunteer for a minimum of one day per week.

Travel expenses are paid.

We pride our selves on having a diverse workforce and welcome all applications from people with all range of abilities for the skills that they bring.

If you are interested please email Volunteer@westsussexcab.org.uk for more information about our roles and application process. Alternatively you can apply via our website: www.advicewestsussex.org.uk.