

We need you.

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Solving problems, changing lives –
making society fairer



Volunteer Client Service Administrator – Citizens Advice Shoreham by Sea

Role Purpose

We are looking for volunteers to help provide our service in your local community.

Do you have spare time to offer your client service skills in your local Citizens Advice office to welcome our clients who contact our service for help and advice?

This role will give you excellent opportunity to progress further to become a volunteer adviser.

As a Client Service Administrator, you will:

- Welcome Clients and other visitors
- Explain advice process and offer information about our services
- Point out leaflets, self- help materials and navigate clients to our website pages
- Set up new clients on our database and record client information, book client appointments
- Administrative tasks

As a Client Service Administrator, you need to:

- Be friendly and approachable
- Be open-minded and non-judgemental
- Be confident to work independently
- Have good IT skills (Microsoft, database)
- Have some awareness of potential needs of vulnerable clients

Other Information

You will be based at Citizens Advice Shoreham by sea Reception area, supported by a Supervisor. At the moment working days are Mondays or Tuesday or Thursdays, starting as soon as possible.

You will need your own IT equipment and access to Wi-Fi for digital training.

We ask for a minimum 6 months commitment , 4h a week.

Travel expenses are paid.

We pride ourselves on having a diverse workforce and welcome 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/volunteering