

Get Involved Today

We need your help more than ever!



Volunteer Receptionist

West Sussex Citizens Advice

(Horsham, Crawley, Haywards Heath, Worthing, Shoreham-by-Sea, East Grinstead & Burgess Hill)

We are looking for volunteers who are passionate in serving their local community.

Do you have spare time to offer your skills and knowledge welcoming clients who use our services?

This role at your local Citizens Advice will give you excellent opportunities to progress in other roles.

As a Receptionist, you will:

- Welcome clients and visitors
- Explain the advice process and offer information about our services
- Help clients navigate our resources
- Set up new clients, record client information and book appointments
- Administrative tasks

As a Receptionist, you need to be:

- Friendly and approachable
- Open-minded and non-judgemental
- Confident to work independently
- Have good IT skills
- Aware of potential needs of vulnerable clients

As a Receptionist, you will:

- Gain experience within an administrative role
- Be part of a client's journey in getting them help and support they need,
- Get to work with a variety of clients and situations.
- Work within a fun and diverse office
- Develop and learn new skills, which will support you towards future opportunities.

Other Information:

You will be based at Citizens Advice branch, supported by a Supervisor.

We can provide you with the tools to access our digital training.

We ask for a minimum 6 month commitment, with flexible working hours.

Travel expenses are paid.

We are a diverse workforce and welcome applications from people with all range of abilities.

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