



in West Sussex
North South East

Volunteer Receptionist

Crawley, Haywards Heath, Horsham, Lancing, Burgess Hill, East Grinstead, Worthing, Shoreham

A bit about the role

Supporting the Advice Supervisor, giving a warm and friendly greet to visitors to our services, identify what help is needed, direct people to information and self-help resources, book appointments and take enquiries.



What happens at Citizens Advice West Sussex

Our ambition is to reduce health and social inequalities by empowering people through information, advice and advocacy.

We help people with all sorts of problems, from employment rights to food vouchers. We listen and take people through their options so they make informed choices and support them to get the help they need. We advocate for residents, giving them a voice to bring changes to policy, so no one has to face their problems alone.

What will I do

- Welcome clients and other visitors to our services
- Identify what help is needed and if there are emergencies
- Directing leaflets, self- help materials and support clients to use our website pages
- Setting up new clients on our database and record client information, book client appointments
- Help the Supervisor with office tasks

What skills do I need

- Be friendly and approachable
- Be open-minded and non-judgemental
- Be confident to work independently

- Have good IT skills (Microsoft, database)

Where will I be

We have a number of vacancies on different days at our locations across Crawley, Haywards Heath, East Grinstead, Horsham, Shoreham and Worthing. As well as at our growing community outreaches in each of those Districts and Boroughs. If you are interested in this role, please apply and we can talk with you.

What Training will be given

Full and ongoing training is provided by our Training team and first class training portals. We will work with you to identify what your needs are. Training can include customer service skills and how to use our database.

Valuing Inclusion

We pride ourselves on having a diverse workforce with volunteers from a range of backgrounds and encourage. We welcome volunteers from all backgrounds, including Black Asian Minority Ethnic (BAME) volunteers, disabled volunteers, volunteers with physical and mental health conditions, Lesbian, Gay and Bisexual, Trans and Non-binary volunteers, to join our service.

Other Information

We need reception help across a number of our offices, we are also building our community volunteer led teams at locations such as Libraries and Community Centres.

Reasonable travel expenses are paid.

Contact Our Volunteering Team

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**