

## **Volunteer Receptionist**

### **Purpose of the role**

- To welcome clients, provide information and contribute to the efficient running of the service.
- To provide support to colleagues within Citizens Advice Swindon and Swindon Advice and Support Centre.

### **Main duties and responsibilities**

- Welcome clients with a warm, approachable manner and act as first point of call for the service.
- Explain procedures and waiting times to clients.
- Process client information onto PETRA (unique computer database).
- Acknowledge children and/or any special needs clients and take appropriate action if required.
- Work in partnership with other colleagues and organisations within Swindon Advice and Support Centre, fellow receptionists, supervisors, and advisers to ensure the smooth & efficient running of the service.
- Maintain confidentiality regarding clients and their contact with the service.
- Maintain online and other electronic appointment diaries.
- Answer telephones promptly and in a friendly manner, transfer calls or take messages as required.
- Scan documents and attach them to client PETRA records.
- Process email correspondence.
- Provide a service based on sensitivity and respect for clients.
- Consult with advice session supervisors regarding client numbers appropriately.
- Liaise with colleagues regarding support for individual clients if required
- Ensure that the waiting area and interview rooms are tidy and free of obstructions/obstacles whenever necessary.
- Maintain stocks of client registration forms/surveys and any other data collection materials by photocopying when necessary.
- Maintain stocks of stationery, leaflets & posters in the reception area.
- Update public information materials and information on display in reception.
- Help maintain statistics and collate.
- Create, maintain and archive paper and electronic filing in accordance with our systems and procedures.
- Undertake any additional training that may be required.
- Record incoming post and scan to PETRA.
- Record and frank outgoing post.

## **Personal skills and qualities that a reception worker needs:**

- Commitment to the Aims and Principles of the Citizens Advice service including equality and diversity policies.
- Friendliness and approachability.
- An understanding of discrimination or the willingness to learn
- An excellent understanding of verbal and written English skills.
- Excellent communication skills in person, writing and on the telephone.
- Excellent numeracy and literacy skills.
- Ability to access relevant signposting information including electronic and written materials.
- Ability to implement administrative policies and procedures in a busy work environment.
- Excellent IT skills, including Word, Excel, email and internet.
- Flexibility and willingness to work as part of a team.
- Ability to work on own initiative when required.
- Awareness of the potential needs of, and demands placed on, vulnerable clients.
- Willingness to undertake additional training as required.
- Willingness to undertake other administrative duties as required.