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**Reception volunteer**

**What will you do?**

* complete an introduction to Citizens Advice and training for your role
* welcome all clients and other visitors to the local Citizens Advice
* explain to the client how long they might be waiting and what will happen and give out a form for clients to fill in
* type up information from the client form onto a spreadsheet or database
* answer the telephone, reply to emails and post
* help with the day to day running of the Citizens Advice service



**What’s in it for you?**

* gain and build on valuable skills and experience such as communication, IT skills and working in a team
* increase your employability
* contribute to the smooth running of the advice service which makes a real difference to peoples’ lives
* work with a range of different people, independently and in a team.

And we’ll reimburse expenses too.



**What do you need to have?**

You don’t need specific qualifications or skills but you’ll need to:

* be friendly and approachable
* be non-judgmental and respect views, values and cultures that are different to your own
* have good IT skills
* be calm under pressure
* be willing to learn about and follow the Citizens Advice aims, principles and policies, including confidentiality and data protection
* be willing to undertake training in your role



**How much time do you need to give?**

We can be flexible about the time spent and how often you volunteer so come and talk to us.



**Valuing inclusion**

Our volunteers come from a range of backgrounds and we particularly welcome applications from racially minoritised people/people of colour, disabled people, people with physical or mental health conditions, LGBTQ+ and non-binary people.

If you are interested in becoming a customer service volunteer / reception volunteer and would like to discuss flexibility around location, time, ‘what you will do’ and how we can support you please contact us.



**Contact details**

If you are interested in becoming a receptionist and would like an application pack and /or to discuss flexibility around location, time, ‘what you will do’ and how we can support you please contact us by emailing [training@swindon.cabnet.org.uk](mailto:training@swindon.cabnet.org.uk) or call us on 01793 402106.