



What will you do?

- Complete an introduction to Citizens Advice South West Surrey (CASWS)
- Complete required training for your role
- Provide a customer facing reception service to clients who drop in to see us in our Guildford office, including:
 - Ensuring relevant forms are completed
 - Assigning clients to Advisers for more detailed support
 - Booking appointments
 - Monitoring the flow of clients in the drop in
 - Assist clients with form filling
 - Complete day sheets
 - Scan and upload documents to case recording system
 - Write up notes on case recording system
 - When the drop-in service is at full capacity, ensuring that you understand the clients' issue and support them by providing information, signposting them to another more appropriate organisation or asking them to attend another CASWS drop in.
- Complete administrative duties including:
 - Monitoring emails
 - Processing client enquiries both by email and phone
 - Sending out appointment information
 - Provide Advisers with admin support, where required
 - Other ad hoc tasks to support the day to day running of our 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 able to demonstrate resilience with challenging clients
- 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.

Interested?

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

Please email recruitment@casws.org.uk