**Admin volunteer**



**What will you do?**

* complete an introduction to Citizens Advice and training for your role
* help with the day to day running of the Citizens Advice service
* answer the telephone, reply to emails (using Microsoft Outlook) and post
* order stationery
* type up letters and read through documents checking for mistakes (using Microsoft Word)
* print and scan documents using a printer
* update spreadsheets and databases (using Microsoft Office)



**What’s in it for you?**

* gain and build on valuable skills and experience such as communication, admin, 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
* respect views, values and cultures that are different to your own
* have good IT skills
* 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 disabled people, people with physical or mental health conditions, LGBT+ and non-binary people, and people from Black Asian Minority Ethnic (BAME) communities.