



Session Support Volunteer

The role

Citizens Advice Bucks is looking for support to help us deliver our daily advice sessions across the county. We are looking for people with admin experience or a keen interest in learning how to support members of the public to access the advice they need to resolve the issues they face.

You will provide support to our generalist advice team using our in-house software (full training will be given), assistance with rotas and client appointment bookings. You will also be working with our advice services teams across the county, sometimes in person, but also virtually via MS Teams.

This role would suit individuals looking to make a difference, not only in their local community, but in the wider county. Volunteering offers the chance to work alongside like-minded volunteers and staff, whose aim is to improve the lives of our clients through advice and support.



Principle Duties

Office Administration

- Create and maintain client-based filing, digital and hard copy, in accordance with our charity's systems and procedures
- Checking and opening post and forward to the relevant person
- Ensure relevant materials are supplied to supervisors/advisers as appropriate
- Keep track of stationery levels and advising the Advice Service Administrator (ASA) when and order needs to be made
- Undertake reception duties when our offices are open, and direct telephone clients to the correct office
- Assist the ASA with Rota co-ordination
- Assist with our in-house IT system and appointment scheduling, and monitor tasks
- Provide general admin support to the ASA, supervisors and advisers

Volunteer Management

- Assist with the training of Session Support volunteers returning to our organisation, as well as new applicants

Client Work

- Direct enquiries received on the session support admin phone
- Call clients to book/re-arrange appointments
- With supervisor support, direct clients to the appropriate agency when CA Bucks is not the most suitable service.
- Contact clients re their paperwork via post or email, as directed by the supervisor
- Follow up with clients as directed on simple information requests
- Scanning/copying documents onto our IT systems

Premises and Health & Safety

- Assist with maintaining appropriate arrangements for Health & Safety
- Answering door, signposting clients to Adviceline/webchat
- Keep all posters and leaflets up to date

Professional Development

- Attend regular support and supervision meetings
- To complete training with guidance from ASA
- Meet identified learning and development needs as appropriate

General

- To uphold and promote the Aims and Principles of the Citizens Advice Service
- To work within CA Bucks' policies and procedures
- To undertake any other duties within the functions of the role



Person specification

- 1 Ability to write clearly and accurately, communicate effectively face to face and on the phone, and by letter and email
- 2 Ability to maintain efficient administration systems with attention to detail and demonstrate ability to maintain accurate, up to date records

- 3 Ability to systematically manage a varied workload, prioritise and meet deadlines under pressure
- 4 Ability to understand instructions, ensure the task is understood and then work independently
- 5 Ability to work well in and across teams
- 6 Numeracy skills and the ability to work with Excel confidentially
- 7 Good computer skills, including use of MS Office packages (Excel, Word, PowerPoint) and Microsoft Teams
- 8 Understanding, empathy, and commitment to Citizens Advice Aims, principles and equality & diversity policies



What we give our volunteers

- An organisation that is committed to its staff and volunteers, valuing their knowledge, creativity and flexibility
- Ongoing personal training and development
- Career opportunities with Citizens Advice after training
- References will be provided after a 6 month period with us
- The chance to work with amazing people in a nationally recognised charity
- Full re-imbusement of any out-of-pocket expenses, including home to office travel