

Charity Ambassador Volunteer

The role

Could you help us help more people? Do you like to chat to people? Are you interested in helping your community? Our Charity Ambassadors help us make sure that we are out and about. They attend events (and have fun whilst there!) letting the people we help know all about who we are and what we do. Our help changes people's lives – come and be part of that! You won't be alone – we will make sure that you are fully trained and properly supported and it's a great way make your local community better.



Principle Duties

- Attend community events and local venues e.g. fetes, markets, libraries and talk to visitors, fellow stall holders and the general public
- Set up a stall with relevant marketing collateral (leaflets, banners etc)
- Explain to the community who Citizens Advice Bucks are and how we can help
- Give out relevant literature and show clients how to access our website
- Recognise if someone will struggle to access us and help them submit an online enquiry
- Recognise if someone has an emergency (e.g. urgent need for a foodbank voucher) and follow our process for getting them help
- Keep a count of how many people are being talked to at events and report back on how the event went and how much merchandise was used



Person specification

- Excellent communication skills, must be friendly, approachable and compassionate as people may talk about challenging times.
- Good organisation skills – able to set up the stall and keep track of engagement.
- An understanding of the need for confidentiality and a non-judgemental approach to potential clients and their issues
- Happy to work in a small group or if you are comfortable, as an individual
- Willingness to travel to venues in your local area
- Committed to the aims policies and principles of Citizens Advice Bucks and follow our policies and processes



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
- References will be provided after a 6-months with us
- The chance to work with amazing people in a nationally recognised charity
- Full re-imbusement of any out-of-pocket expenses, including travel.

In accordance with Citizens Advice national policy, we may ask the successful candidate to be screened by the DBS..

