

Volunteer Role: Administration / Receptionist

Purpose of the role

These roles are crucial to the smooth running of the bureau and allowing clients to get the right advice for them.

Please note that we are not always able to offer these opportunities.

Main duties and responsibilities may include

- Act as a receptionist; being the first person the clients will meet
- Photocopy, fax and use other office machines as appropriate
- Undertake data entry onto case management systems.
- General administration duties.

Personal skills and qualities

- An understanding of and a commitment to aims and principles, including equal opportunities;
- Be able to work in a team;
- Have some computer skills, basic word processing skills and be able to navigate the internet. Training on the use of our databases will be given;
- Be able to read and write English and do basic Maths;
- Be open-minded and non-judgmental;
- Enjoy helping people.

If we have an Initial Adviser or Full Advisor course running at the time you start you can join the induction that runs with them, alternatively self-study or one to one training may be used.