**Role Description Volunteer Receptionist and Information Assistant**

Training is provided for this varied and vital role which you could do if you are able to volunteer for around eight hours per week. We ask if people feel able to commit to volunteering for a year or more with us.

**Purpose of Role:**

* Provide a high-quality reception service to Citizens Advice Brighton and Hove clients who visit our office at Hove Town Hall on Tisbury Road.
* Assist visitors to the local charities Money Advice Plus and Wave Community Bank who are also based at Tisbury Road.
* In time, progress to the Information Assistant role and provide information in a friendly and supportive manner to the general public across all ages and backgrounds.

**Main Duties and Responsibilities include:**

* Welcome clients to Citizens Advice Brighton and Hove and find out the purpose of their visit.
* Help direct clients with a pre-booked appointment.
* Provide basic administrative support to Volunteer Advisers.
* Use IT systems and online resources to accurately record client information during client contact.
* Use listening and questioning skills in order to help clients.

*Following training as an Information Assistant:*

* Use the Citizens Advice database to search for information.
* Communicate information to clients verbally, via email or print.
* Support clients by showing them how and where to search for information
* Identify when clients need to be referred to more specialist help
* Researching external organisations that can provide specialist help to clients

**Personal Skills and Qualities Needed:**

* The ability to use listening and questioning skills in a sensitive manner in order to help clients.
* Open mindedness and an ability to show respect for views, values and cultures that are different to our own.
* Enthusiasm about helping people.
* An understanding of why confidentiality is important.
* The ability to recognise and maintain appropriate boundaries when helping clients.
* A clear communicator both in speaking and in writing.
* Good levels of literacy and numeracy.
* Confidence in the use of computers, the internet and software, including databases.
* The ability to input data accurately.
* A well-organised and systematic approach to work.
* A positive attitude to self-development and assessment.
* The ability to work as part of a team and be flexible and adaptable.
* Supportive of the principles and values of Citizens Advice.
* Willingness to attend training and other meetings.

**Additional Information**

* Our offices are accessible and in a central Hove location on bus routes.
* Volunteer Receptionist and Information Assistants will be based at our office in Hove. Training will be a mixture of in-office and remote delivery.
* We would ideally like Volunteer Receptionist and Information Assistants to volunteer for two sessions a week (each lasting approximately 4 hours). However, we are always open to discussing individual circumstances and needs.