

Business Support Volunteer

Why volunteer for us?

Citizens Advice is here to help people whenever they need it, to campaign on issues that need changing and to champion equality. By joining us you will play a vital part in delivering a much-valued service across Wokingham Borough. Your skills can help make a difference to those in need. There are over 14,000 highly trained volunteers supporting the delivery of the Citizens Advice Federated Network across England and Wales. Together we helped over 2.5 million people face to face, over the phone, by email and chat in the last year.

Our Missions:

Our 3 service-wide missions are:

1. **Provide advice fit for the future** - we'll be there for people when they need us in the ways that help make the biggest impact
2. **Close the gap** - we'll end the disparities in access and experience for marginalised people
3. **Take early action** - we'll prevent more people reaching crisis by addressing problems earlier

Our Culture:

At Citizens Advice Wokingham, our people are at the heart of everything we do. Without them, we wouldn't be able to deliver the first-class service we provide everyday. We offer much more than a place to come to work/volunteer; we offer the chance to be part of a team that is welcoming and inclusive, a role that can make a difference to people's lives, particularly during the current cost of living crisis. We have a learning culture and therefore ensure that we learn and evolve to meet the needs of the community we serve - we are the 'people's champion' and ensure that we are proactive in our communities.



What will you do?

Training:

- Complete an introduction to Citizens Advice and training relevant for your role
- Help with the day to day running of the Citizens Advice service including Reception duties
- Call clients to arrange/amend appointments, reply to emails and post
- Type up letters and read through documents checking for mistakes
- Print and scan documents using a printer
- Update spreadsheets and databases
- Assist with archiving
- Assist in arranging events
- Support with recruitment tasks and onboarding new staff/volunteers
- Minutes taking for meetings

Some examples of what you could do:

- Greet clients in reception and gather relevant information needed to progress their case
- Reviewing the Business Support Task lists and contacting clients to rearrange appointments

What won't you be doing?:

- Explore the client's issue in detail
- Provide tailored advice
- Undertake casework



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 (Google Docs, Sheets & Gmail)
- 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?

Time commitment is flexible, depending on event schedules and volunteer availability. Typically, volunteers are asked to commit to 1 regular advice session per week - this can be one day or split into 2 half days. However we are very flexible so please come and talk to us.

Where will you be based?

Either from our office in Wokingham Town Center or Woodley Precinct and you can work out in the community as well!



Valuing inclusion

Our volunteers come from a range of backgrounds and we particularly welcome applications from racially minoritised people/people of colour, disabled people, people with physical or mental health conditions, LGBTQ+ and non-binary people.

If you are interested in becoming an adviser and would like to discuss flexibility around location, time, 'what you will do' and how we can support you please contact us.



Contact details

If you are interested in applying, finding out more information or to arrange a visit with our team - please email

volunteer@citizensadvicewokingham.org.uk You can also telephone us on **0118 978 7258**.

You can also write to us at **Volunteering, Citizens Advice Wokingham, Waterford House, Erftstadt Court, Wokingham, RG40 2YF**