



Volunteer Administrator

Citizens Advice Plymouth depends on its volunteers to deliver face to face and telephone advice, advocacy and preventative education to the clients who need us.

We helped over 11,000 people across the city last year, dealing with nearly 78,000 enquiries and helping our client's access over a £1 million of income. We also deliver national projects such as our advice services for EDF and South West Water from our office.

We are looking for people who are passionate, positive, organised and effective communicators who want to play a key role in helping us deliver our much-needed service across Plymouth.



What will you do?

- Complete an introduction to Citizens Advice
- Complete training for your role
- Help with the day-to-day running of the service, updating databases and information systems
- Reply to emails and post
- Photocopy and scan documents, including typing up or reading documents to check for mistakes



What's in it for you?

- Make a real difference to people's lives
- Learn about a range of issues such as benefits, debt, employment and housing

- Build on valuable skills such as communication, listening and problem solving, and increase your employability
- Work with a range of different people, independently and in a team
- Have a positive impact in your community

And we'll reimburse expenses too.



What do you need to have?

- Demonstrate commitment to the Citizens Advice aims, objectives and principles
- Be friendly and approachable
- Be organised and systematic
- Respect views, values and cultures that are different to your own
- Have good IT skills
- Excellent communication, both in writing and orally
- Willingness to learn, undertake training and follow the Citizens Advice policies
- Understand the importance of the work of Citizens Advice
- Be able to work efficiently in a team



How much time do you need to give?

We ask for 8 hours per week, which can be one day or spread over two days, for at least 6 months.



Valuing inclusion

Our volunteers come from a range of backgrounds and we particularly welcome applications from people with physical or mental health conditions, LGBT+ and non-binary people, and people from Black Asian Minority Ethnic (BAME) communities.

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