



Customer Service/ Reception

Hillingdon Office, Uxbridge

What will you do?

- complete an introduction to Citizens Advice and training for your role
- welcome all clients and other visitors to the local Citizens Advice
- explain to the client how long they might be waiting and what will happen and give out a form for clients to fill in
- type up information from the client form onto a spreadsheet or database
- answer the telephone, reply to emails and post
- help with the day to day running of the Citizens Advice service

What's in it for you?

- gain and build on valuable skills and experience such as communication, 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 qualifications do you need to have?

You don't need specific qualifications or skills but you'll need to:

- be friendly and approachable
- be non-judgmental and respect views, values and cultures that are different to your own
- have good IT skills

- be calm under pressure
- 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?

We ask for a minimum of one day per week (with some flexibility if can accommodate this).

Valuing inclusion

Our volunteers come from a range of backgrounds and we particularly welcome applications from disabled people, 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 customer service volunteer / reception volunteer and would like to discuss flexibility around location, time, 'what you will do' and how we can support you please contact us.

To apply please contact:

H4ALL Volunteer Development Team

Email VolunteerHub@H4All.org.uk

Telephone 07395-282-825

Key House, 106 High Street, Yiewsley, UB7 9BQ

Website [Community Care Services | H4ALL](#)