**Admin volunteers Wanted**

**Would you like to be part of a team helping people to better manage their finances?**

Citizen’s Advice in Bath are looking for volunteers to support our hard-working Debt Team. The support we need is more than filing and answering the phone.

We can offer you varied and responsible work helping with the following;

**What will you do?**

* Complete an introduction to Citizens Advice and training for your role
* Set up appointments and review meetings with clients
* Ensure relevant documents are issued and/or received by clients prior to new and follow up appointments, such as client permission forms, credit checks, financial information.
* Use proformas to apply for funds and grants to help clients reduce their liabilities
* Phone other agencies to gain relevant data required for debt actions
* Complete of records and database (full training given)
* Contribute to team meetings to ensure the smooth running of the debt team



**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
* 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 can be flexible about the time spent and how often you volunteer so come and talk to us.



**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 an admin volunteer and would like to discuss flexibility around location, time, ‘what you will do’ and how we can support you please contact us.



**For more information about the role please contact Richard Yates on 01225 303810**

**Please complete the attached application and send to admin@cab-banes.org**