

Volunteer Administrator

Role Profile:

To provide administrative support to all departments to ensure the smooth running and organisation of the bureau.

Role Description

- Updating databases and information systems.
- Photocopying and scanning documents.
- Transferring recorded client telephone messages to database.
- Preparing letters and documents for posting.
- Answering the telephone, taking messages where appropriate.
- Ordering and organising leaflets.
- Answering main office door and greeting clients taking basic details.

Required Skills and Qualities

- Demonstrate a commitment to Advice Plymouth's aim, objectives and principles.
- A commitment to the aims and principles of the Citizens Advice Bureau service.
- To be organised and systematic.
- An understanding of the importance of Citizens Advice Bureau work.
- Excellent communication skills, both orally and in writing.
- A willingness to attend training and other meetings.
- To be able to work as part of a team.
- Develop understanding of client database systems.
- To have basic IT skills including the use of Office programs.

