

## Citizens Advice Richmond

### Volunteer Role Description - Administrator

**You could do this role if you are available to volunteer for at least one half day per week for a minimum of six months.**

#### **Purpose of the role**

- To help ensure the smooth running and organisation of the service

#### **Role Description:**

- Processing incoming post
- Answering the telephone, taking messages and processing appropriately
- Updating reference books
- Entering data on to databases
- Filing
- Photocopying and scanning
- Ordering stationery as requested
- Ordering and organising leaflets
- Other ad hoc admin duties

**Full training is given for all of the above**

#### **Personal skills and qualities:**

- A commitment to the aims and principles of the Citizens Advice service
- To be organised and systematic
- An understanding of the importance of Citizens Advice work
- Ability to use Word & Excel
- Ability to learn to use bespoke computer applications (training provided)
- Good communication skills, both orally and in writing
- To be able to work as part of a team
- Ability to take notes at meetings would be an advantage but not essential