



Volunteer Role Profile	
Role Title	Volunteer Telephone Receptionist
Base	Working within our offices in Bury & Bolton
Expenses	Reimbursed out of pocket expenses (travel to and from our offices and parking costs, along with any additional costs from attending relevant training courses, as required)

About the Role
<p>This is a central and exciting role within Citizens Advice Bury & Bolton (CABB).</p> <p>The role of a Volunteer Telephone Receptionist is an important role – you will make a significant contribution to ensuring clients are able to access our services for advice, when they need it.</p> <p>You will receive an induction into the role and ongoing training and support will be provided as required.</p> <p>CABB are committed to ensuring that a high-quality advice service is available via multiple channels for anyone who contacts the service – whether they live in Bury, Bolton or further afield.</p> <p>To support this, we are seeking dynamic volunteers who are highly motivated and committed to ensuring people can access the right support, from an appropriately trained member of the team.</p> <p>As a Volunteer Telephone Receptionist, you will have a sensitive listening ear and use appropriate questioning skills (via Citizens Advice website, scripts and other diagnostic tools as needed). You will establish what the client wants/ needs and then pass to the appropriate team within CABB.</p> <p>You will work closely with other volunteers and alongside paid staff and will also have access to our IT and Case Management Systems.</p>

About Citizens Advice Bury & Bolton
<p>CABB is recognised as one of the leading legal advice organisations in the Northwest. During 2022, we supported 14,000 clients, with 46,000 issues.</p> <p>CABB is an independent, not-for-profit charity, supported by a range of different partners, specialist staff and trained volunteers – without whom, we would not be able to offer the quality service we do. We provide confidential, impartial, independent and free advice to communities across Bury & Bolton, on their rights and responsibilities.</p> <p>We are a member of the Citizens Advice network, which provides an extensive online information</p>

Citizens Advice Bury & Bolton 1 Victoria Plaza, Oxford Street, Bolton BL1 1RD

Registered Charity in England and Wales (No. 1102536). Company Limited by Guarantee No. 5030345.
VAT Registration No. 768 279 472. OISC Registration No. F201400861.

system used to advise clients and also sets the standards of advice, training, and equal opportunities found within CABB. Citizens Advice also helps people at national level by providing information, advice and by influencing policymakers.

Requirements

The role of a Volunteer Telephone Receptionist is an important, central role within CABB. You will play a key role in helping us to meet the high levels of demand for our services.

You do not need any specific qualifications or experience, but we ask that you:

- are polite when talking to people
- are good at listening
- have a good telephone manner
- be computer literate, confident or familiar with keyboard skills, including searching the internet
- have an understanding of, and commitment to, confidentiality
- have good literacy skills
- are flexible and willing to work as part of a busy team and assist in other operational areas where needed
- are confident inputting data and maintain case records
- are open minded and not judge clients
- have a willingness to learn
- enjoy helping people
- are committed to and working within the aims, principles and policies of CABB.

Commitment

Due to the level of support given and the training required for this role, we ask that you are able to commit to a minimum of one full day per week (one full day or two half days) for a minimum six-month period.

We require support between 9.30am – 4.30pm, Monday – Thursday.

Benefits to You

We offer our volunteers continuous support, access to training and further development opportunities. You will have a named supervisor, who will provide regular feedback and one to one support. You will also receive support from a range of other colleagues and are invited to attend full staff team meetings.

This is an excellent opportunity for volunteers to grow in confidence and gain exposure to the charitable sector, local and national policy.

There are also plenty of development opportunities for our volunteers. Depending on individual performance and business need, our Volunteer Telephone Receptionist could progress to provide advice via the telephone, or face to face.

Citizens Advice Bury & Bolton 1 Victoria Plaza, Oxford Street, Bolton BL1 1RD

Registered Charity in England and Wales No. 1102536. Company Limited by Guarantee No. 5030345.
VAT Registration No. 768 279 472. OISC Registration No. F201400861.

Interested, Queries, To Apply

For more information and to chat about the role further, email us at volunteers@cabb.org.uk.
Or, visit our website and complete the expression of interest/ application form:
www.cabb.org.uk/volunteer-with-us.