

# HILLINGDON & EALING CITIZENS ADVICE

## ROLE DESCRIPTION

### VOLUNTEER RECEPTIONIST

Minimum commitment of:

1 day per week (Uxbridge/Ruislip 9am-4pm) (Hayes 8.45am-3.45pm) for 1 year  
or ½ a day 2 days per week (Uxbridge 10am to 2pm) for 1 year

#### Purpose of Role:

To provide a welcoming, efficient and professional reception service for personal callers and other visitors to the bureaux in accordance with the aims and principles of CABx.

To provide a high quality, effective and efficient information service to members of the public using internet and other resources.

#### Main Duties

- ◆ Operate the reception and provide information.
- ◆ Welcome all visitors.
- ◆ If appropriate, explain waiting times and procedures to clients.
- ◆ Provide information about CAB and other advice services to clients from a diverse range of backgrounds and cultures.
- ◆ Work collaboratively with other colleagues involved in the advice process.
- ◆ Provide a service that is based on sensitivity and respect for clients.
- ◆ Maintain confidentiality about clients and their contact with the Bureau.
- ◆ Consult the duty Advice Session Supervisor appropriately.
- ◆ Work with agreed Bureau systems and procedures.
- ◆ Answer the telephone and refer calls or take messages.
- ◆ Process client information collected at the reception desk.
- ◆ Provide the client with information where appropriate, including details of other agencies and point out leaflets/fact sheets from Adviceguide.
- ◆ Create, maintain and archive paper and electronic filing system in accordance with the Bureau's systems and procedures
- ◆ Liaise with support staff regarding support for individual clients

#### Other duties

- ◆ Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
- ◆ Undertake any other relevant admin and support tasks to ensure the smooth running of the bureau.
- ◆ Demonstrate commitment to the aims and policies of the CAB service.

## **Social Policy**

- ◆ Assist with social policy work by providing information about clients' circumstances through the appropriate channel.

## **Maintain and develop advice work administrative systems**

- ◆ Check facilities in the reception area are in order before opening times.
- ◆ Replenish stocks of stationery, leaflets and posters, and order forms from suppliers.
- ◆ Update public information materials.
- ◆ Maintain online and paper appointment diaries.
- ◆ Collate statistics and compile reports to a prescribed format.
- ◆ Use IT for record keeping.
- ◆ Ensure that all work conforms to the Bureau's systems and procedures.

## **Professional development**

- ◆ Attend relevant internal and external meetings as agreed with line manager.
- ◆ Prepare for and attend supervision sessions/ team meetings/ staff and volunteer meetings as appropriate.
- ◆ Undergo relevant training as identified with line manager.

## **Person specification**

- ◆ An understanding of and commitment to the aims and principles of the CAB service including the equality and diversity policies.
- ◆ An understanding of Discrimination or willingness to learn about it.
- ◆ Ability to give and receive feedback objectively and sensitively and willingness to challenge constructively.
- ◆ Ability to monitor and maintain own standards.
- ◆ Experience of providing reception services or similar, preferably within a social welfare environment.
- ◆ Excellent verbal communication skills including telephone skills
- ◆ Good numeracy and literacy skills.
- ◆ Ability to access relevant signposting information including electronic and written materials.
- ◆ Ability to implement agreed administrative policies and procedures in a busy work environment.
- ◆ Good IT skills including, MS Word, email and the internet.
- ◆ Flexibility and approachability.
- ◆ Ability to manage time effectively.