

HILLINGDON & EALING CITIZENS ADVICE

ROLE DESCRIPTION

VOLUNTEER RESEARCH AND CAMPAIGNS ASSISTANT

Minimum commitment of ½ a day per week (10am to 2pm) for 1 year

Purpose of Role:

To provide assistance in research and campaigns at Hillingdon Citizens Advice in accordance with the aims and principles of CABx.

Main Duties

- ◆ Assist the Research and Campaigns Co-ordinator to design, execute and evaluate local and national campaigns.
- ◆ Assist the Research and Campaigns Co-ordinator to train colleagues in research and campaigns.
- ◆ Work collaboratively with other colleagues involved in research and campaigns and the wider 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.
- ◆ Create, maintain and archive paper and electronic filing system in accordance with the Bureau's systems and procedures

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 smooth running of the bureau.
- ◆ Demonstrate commitment to the aims and policies of the CAB service.

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.