



Money Advice Administrator



What will you do?

- complete an introduction to Citizens Advice and training for your role
- work with Citizens Advice debt team to assist with specific administrative tasks

Some examples of what you could do:

- Scanning / photocopying
- Sending letters on behalf of caseworkers
- Open, record and distribute incoming post.
- Completion of MAS admin requests
- Data input using Excel
- Call clients (courtesy calls for appointments/ booking and rescheduling appointments)
- Liaise with creditors to chase offer letters
- Liaise with clients to provide updates on their case and to gather further information



What's in it for you?

- make a real difference to people's lives
- build on valuable skills such as communication and listening
- increase your employability
- work with a range of different people, independently and in a team
- Increase Administrative skills
- Training opportunities within an advice based service

And we'll reimburse expenses too.



What do you need to have?

You don't need specific qualifications or skills but you'll need to:

- be friendly and approachable
- be non-judgmental and respect views, values and cultures that are different to your own
- have good listening skills
- have excellent verbal and written communication skills
- have good maths and IT skills
- be able to understand information and explain it to others
- be willing to learn about and follow the Citizens Advice aims, principles and policies, including confidentiality and data protection
- be willing to undertake training in your role



How much time do you need to give?

Ideally we ask for 6 hours per week, which can be over one day or spread over two days, for at least 6 months.

We can be flexible so come and talk to us.



Valuing inclusion

Our volunteers come from a range of backgrounds and we particularly welcome applications from disabled people, people with physical or mental health conditions, LGBT+ and non-binary people, and people from Black Asian Minority Ethnic (BAME) communities.

If you are interested in becoming a Money Advice Administrator and would like to discuss flexibility around location, time, 'what you will do' and how we can support you please contact us.



Contact details

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