

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 support with the running of the service and ongoing casework on behalf of clients.

Some examples of what you could do:

- Calling clients to arrange appointments
- Answer the telephone and refer calls or take messages
- Liaise with creditors to chase offer letters
- Liaise with clients to provide updates on their case and to gather further information
- Sending letters or emails on behalf of caseworkers
- Open, record and distribute incoming post.
- Reporting and data input using Excel



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 time, 'what you will do' and how we can support you please contact us.

Due to the nature of this role, this position is based at our Church Gresley office only: 114 Church Street, Church Gresley, DE11 9NR.



Contact details

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