

**Post: Administrator**

**You could do this role if you are available to volunteer for six hours per week.**

**Purpose of the Role**

- admin within the office/remote
- role may vary from office to office

**Main duties and responsibilities may include:**

- help with the day to day running of the Citizens Advice service
- answer the telephone, reply to emails and post
- word processing
- file management
- order stationery
- print and scan documents using a printer
- use and update spreadsheets and databases
- arranging local events
- updating local information

**Personal Skills and Qualities:**

- commitment to the aims and principles of citizens advice
- respect views, values and cultures that are different to your own
- have good it skills
- to be friendly and approachable
- able to keep calm under pressure
- can recognise own limits and boundaries in the role

**Training:**

- induction session
- 4 training sessions followed by an initial 1 day skills training
- observations at the office in which they are going to volunteer
- regular support and supervision throughout the training period and after training is complete

**Training:** *(please note that training is delivered through a variety of methods, covering self study, workshops, webinars and observations)*

Training for this role will take around 6 - 9 hours per week for about 3 weeks. Depending on what tasks your role will include

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Company Number 7186736, Charity Number 1135081.

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