

Airdrie Citizens Advice Bureau

Volunteer Admin/Receptionist



Commitment:

- Voluntary (travel expenses reimbursed)
- Minimum of 7 hours per week

About Us: Airdrie Citizens Advice Bureau is a member of the Scottish Association of Citizens Advice Bureaux, dedicated to providing free, independent, impartial, and confidential advice to individuals in our community.

We assist clients with a wide range of issues, including benefits, debt, employment, housing, and more. Our mission is to ensure that people understand their rights and responsibilities and can express their needs effectively.

Key Responsibilities:

You will be the clients' first point of contact with the bureau and will make sure they are given a warm and efficient welcome and are aware of what will happen during their visit.

- Welcoming clients and anyone they have with them
- Explaining waiting times and procedures to clients
- Telling people what the CAB can do in a way that suits them
- Working within agreed bureau systems and procedures
- Answering the telephone and passing on callers to the appropriate person or taking a message
- Creating and updating client records in the electronic recording system
- Updating local information resources used by advisers and publicity materials and information resources made available to the public
- Receiving and sending mail and some types of e-mail
- Copying, scanning, printing and uploading information to the client recording system

Attributes Needed for the Role

- Excellent communication skills (verbal and written)
- Open, approachable and enthusiastic
- Able to sift information and extract what is relevant
- Respectful of view and values which may be different from your own
- Able to work within a team
- Able to work with computers
- Willing to undertake training for the role

February 2025

Person Specification:

We are seeking individuals who can demonstrate:

- **Commitment:** A strong dedication to the aims and principles of the Citizens Advice service, including the values of free, confidential, impartial, and independent advice.
- **Teamwork:** Effective communication and interpersonal skills, with the ability to work collaboratively as part of a diverse team.
- **Integrity:** A commitment to upholding the highest standards of governance and ethics.

Time Commitment: Volunteers are expected to commit to at least **seven** hours per week, arrive on time and let us know in advance if they're unable to attend.

What We Offer:

- The opportunity to make a significant impact in your local community
- The chance to work with a dedicated team of trustees, staff, and volunteers
- Reimbursement of travel expenses

How to Apply: If you are passionate about making a difference and have the skills we are looking for, we would love to hear from you. For an informal discussion about the position, please contact the bureau by telephone on **01236 754109** or email bureau@airdriecab.casonline.org.uk.

We are committed to promoting equality and diversity and welcome applications from all sections of our community.

Application Deadline: 30 November 2025.

Join us in making a difference to the lives of people in our community.

February 2025