

Role profile

Volunteer Telephone Adviser

About us

Citizens Advice Reading is a very busy town centre advice service. We help over 8000 clients each year with a wide range of issues including Benefits, Debts, Employment, Housing, Immigration and Consumer issues.

What we offer

Volunteer Telephone Advisers interview clients over the phone and provide appropriate information, advice and next steps to them. Our advisers come from all sorts of backgrounds and you don't need any particular qualifications or experience for this varied, interesting, rewarding role through which you learn a range of valuable skills. There is also the opportunity to develop within our organisation, gain industry recognised qualifications and work as a specialist adviser in specific enquiry areas.

Training

You will be trained to interview clients, to research and provide initial information to clients backed up by an experienced supervisor and supportive team. We will soon be running another programme to train new Volunteer Telephone Advisers. Training sessions will be delivered over 10 weeks with around 25 hours of self-study and observation activities to complete.

What we are looking for:

- Excellent listening and communication skills on the telephone
- Ability to take in, research and explain information to clients
- Be non-judgemental and comfortable interviewing a wide range of people
- Good interpersonal skills and enjoy being part of a team
- Emotionally robust and willing to accept feedback
- Comfortable working under pressure
- A commitment to the aims and principles of the Citizens Advice service

- Good IT Skills to do data entry and confident in using the internet, email and softphone communication tools
- Basic maths skills
- Be able to volunteer for 2 half days per week and stay with us for 18 months
- Live in the Reading area

If you are interested please email recruitment@citizensadvicereading.org for an application form