**Administration Volunteer**

**Our values:**

* **We’re Inventive –** We’re not afraid of trying new things and we change when things aren’t working.
* **We’re Generous –** We work together, sharing knowledgeand respect everyone.
* **We’re Responsible –** We remember that we work for a charity therefore we make sure to use our resources effectively and keep our promises.

**About us:**

* We are a **local** and part of a **national** network.
* **We’re here for everyone** – whatever your circumstances we provide advice without judgement.
* **We’re listened to** – Our trusted brand and the quality of our research means we can make a real difference

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| **Job title:** | Administration Volunteer |
| **Reports to:** | Youth Services Manager |
| **Salary:** | Volunteer/Expenses paid |
| **Hours of work:** | 3-4 hours per week – with flexibility to split hours across the week/hybrid working. |
| **Location:** | Walton on Thames office |
| **Main duties and responsibilities:** | * Promoting the Young Citizens Advice services, developing marketing materials and promoting digital awareness of the citizens advice/youth citizens advice brand. * Regularly surveying young people to get their input on service development and support the development and establishment of community outreach sites. * A willingness to understand and communicate challenges for 16-24s. * Develop digital materials and prepare resources to raise awareness and encourage young people to consider volunteering. * Track digital analytics and success of digital materials. * Inputting service user data into the case management system. * Assist with project development and ensuring it meets the needs of 16-24s through capturing feedback from young people. * Monitoring stocks and resources. * Ongoing research to support the project. |
| **Training:** | * Citizen's Advice Induction modules * Using the CA Database * Reception Skills Training * Identified personal development training needs * Introduction to the CAEW digital services |
| **How to Apply:** | If you are interested in this voluntary role, please submit your CV and a brief statement of interest to [enquiries@caew.org.uk](mailto:enquiries@caew.org.uk) Applications will be accepted on a rolling basis until the position is filled. |

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**Citizens Advice Elmbridge (West)**

Our office is a welcoming and friendly environment which helps thousands of people every year with issues including housing, debts, benefits and employment. We are an expanding local charity with 28 staff members working alongside over 40 volunteers to provide advice across Elmbridge West.

This is an exciting opportunity to join our growing team and influence change and improvements across the organization.

**We are seeking someone who is:**

* Passionate about giving an effective service to those most in need and is not afraid to drive change and improvement.
* Developed personal skills – being friendly, approachable, good listener, non-judgmental and a team player.
* Strong IT skills – Microsoft, Word, Excel and PowerPoint.
* Good Communication and research skills – analysing and interpreting information.
* Ability to produce and present reports.
* Able to engage with young people in a community.
* Self-motivated and dedicated to training and improvement.
* Understanding and interest in the creation of material for social media.

**What we give our staff and volunteers:**

* Fantastic opportunities to launch and develop careers in the voluntary sector.
* Developing a wealth of useful knowledge, skills and experience.
* Excellent training opportunities
* Experience in an organization which is committed to its employees and volunteers, valuing their knowledge, well-being, creativity and flexibility.
* A chance to work with amazing people within a nationally recognized charity.
* You will thrive in a busy environment and have a positive ‘can do’ attitude.
* Great experience to add to future CVs and applications.
* You will learn a lot of transferrable skills.