

Admin Support Volunteer Role Description

Title: Admin Support Volunteer

Responsible to: Volunteer Coordinator

About us

Based in St Pauls, we have been running for over 50 years and have a wealth of experience, delivering debt and benefit support and advice to communities in East Bristol. St Pauls Advice Centre can offer you some great opportunities to volunteer!

The role

Admin Support Volunteers offer assist our reception team with tasks such as taking calls and greeting clients; photocopying and scanning documents; updating information on our client management database; refreshing office stationery supplies; maintaining service information; and monitoring client satisfaction and feedback. This is an important role at the forefront of the service with some tasks being client-facing.

We ask for a commitment of one day (or minimum 3 hours) a week at our office in St Pauls

We are looking for someone with -

- An empathic approach, showing an ability to listen and ask personal questions sensitively,
- An understanding of and commitment to equality, diversity and confidentiality,
- Fluent spoken English, good literacy and basic numeracy skills,
- Reliability and good time keeping skills,
- Basic IT skills, including internet use and word processing,
- Lived experience of debt or welfare benefits (though not essential).

We offer –

- Thorough induction and role specific training.
- Regular supervision to discuss progress and ongoing development
- A supportive team environment.
- Reimbursement of reasonable expenses

To find out more –

- **Call:** 0117 955 2981
- **Email:** advocato@stpaulsadvise.org.uk
- **Visit:** stpaulsadvise.org.uk/advocato-peer-support-volunteer/

Friendly, local and here to help