

# **Volunteer Receptionist**

## **Role Description**

### **About Us**

Inverness, Badenoch and Strathspey CAB is an independent charity providing advice, information and support to people across our community. We are a friendly team of over 70+ employees and volunteers working over 3 locations (Inverness, Raigmore and Aviemore) delivering a busy advice service to members of the public. We strive to deliver a good quality service that meets the needs of our clients in a non-judgemental and confidential manner.

### **The Role**

We are currently looking for **volunteer receptionists** to support the smooth running of our office and ensuring that clients who visit the bureau receive excellent customer service which meets their individual needs. We are interested to hear from people who ideally have experience of working within a similar environment where confidentiality is essential and are confident in dealing with clients who may be vulnerable or have multiple needs and are able to treat everyone in a non-judgemental and respectful manner. You will be required to be comfortable using a computer as you will be required to access client information using specific computer programs.

Volunteers will be supported through their on-the-job initial training period and encouraged to continually develop during their time with us.

- Welcoming incoming clients appropriately and demonstrating good customer service
- Signposting clients when required, to other organisations that are more appropriate to advise and support the client
- Explaining CAB processes and timescales for dealing with enquiries
- Gathering personal information from clients and the initial details of their enquiry
- Organising receipt of client paperwork and making sure it is complete before forwarding to our team of frontline advisers.
- Performing administrative duties such as photocopying, scanning, etc. as required.
- Updating the case recording system (database) with client information
- Organising, franking and posting mail.
- Dealing with deliveries to the bureau.
- Maintaining stocks of forms and printed materials
- Take part in any training and development of skills/experience to be competent in role
- Supporting other teams in the bureau to ensure efficient and effective delivery of the CAB advice giving service
- Any other duties deemed appropriate to the role as and when required.

## **Knowledge, skills and experience**

- Able to engage effectively and sensitively with a wide range of clients, including those who may be in a crisis situation
- Able to respond flexibly to changing demands and remain calm in what can be a busy environment
- Able to organise and prioritise own work
- Good standard of written work to allow case records to be updated
- Good team player and able to communicate effectively with colleagues and managers
- A commitment to the aims, principles and policies of CAB

## **Additional requirements**

- Our Volunteers are subject to a Basic Disclosure Check

## **How to apply to be a volunteer Receptionist**

**You can contact us on 01463 210414 to request an application Form or email [reception@invernesscab.org](mailto:reception@invernesscab.org)**

Completed application forms should be returned to:

Business Support Administrator  
Inverness Badenoch & Strathspey CAB  
29-31 Union Street  
Inverness  
IV1 1QA

Please email volunteer applications to: [reception@invernesscab.org](mailto:reception@invernesscab.org)