

# Digital / Information Assistant

**As a Digital / Information Assistant, you will help clients access the information they need and support them to complete activities on a computer that can help solve their problems. Your work will make a real difference by empowering clients to take control of their situation.**

**We require you to volunteer a minimum of 6 hours per week.**

## What will you do?

- Complete an introduction to Citizens Advice and training for your role
- Help support our Advice line client work queues and web chat
- Provide digital advice via telephone, web chat and email about consumer issues, tax problems, rent arrears, benefits and many other issues (full training and support provided)

## What's in it for you?

- Gain and build on valuable skills and experience such as communication, IT skills and working in a team
- Increase your employability
- Contribute to the smooth running of the advice service which makes a real difference to peoples' lives
- Work with a range of different people, independently and in a team.
- Learning about debts, benefits, consumer advice and many other client problems we deal with

And we'll reimburse expenses too.



## What do you need to have?

You don't need specific qualifications or skills but you'll need to:

- be friendly and approachable
- be non-judgmental and respect views, values and cultures that are different to your own
- have good IT skills
- be calm under pressure
- be willing to learn about and follow the Citizens Advice aims, principles and policies, including confidentiality and data protection
- be willing to undertake training in your role



## How much time do you need to give?

We can be flexible about the time spent and how often you volunteer so come and talk to us. We do require a minimum of 6 hours



## Valuing inclusion

Our volunteers come from a range of backgrounds and we particularly welcome applications from racially minority people/people of colour, disabled people, people with physical or mental health conditions, LGBTQ+ and non-binary people.

If you are interested in becoming a customer service volunteer / reception volunteer and would like to discuss flexibility around location, time, 'what you will do' and how we can support you please contact us.

### Contact details

Click on this link <https://citizensadvicessw.org.uk/volunteer/>

Or email [training@citizensadvicessw.org.uk](mailto:training@citizensadvicessw.org.uk) for an application pack.

(please state it is the **Digital / Information Assistant** role that you are applying for)