

The logo for Citizens Advice Barnsley features a dark blue speech bubble on an orange background. Inside the bubble, the words "citizens advice" are written in white, lowercase, sans-serif font. To the right of the bubble, the word "Barnsley" is written in a dark blue, sans-serif font.

**citizens
advice**

Barnsley

Become a Citizens Advice volunteer

We give people the knowledge and confidence they need to find their way forward - whoever they are, and whatever their problem.

Our national organisation and network of local independent charities help millions of people every year with free, practical advice. This means we really understand the issues affecting people in our society and advocate for changes to policies and practices that will improve lives.

We are supported by volunteers who are at the heart of the communities they serve. If you want to help us shape a society where people face far fewer problems, this is the role for you.

Looking to make a difference in your local community?

[Find out more about Citizens Advice](#) and this volunteering opportunity at [Citizens Advice Barnsley](#).

Volunteer Admin Support

Role purpose

Deliver a positive client experience by acting as a point of contact for clients and providing administrative support to the service.

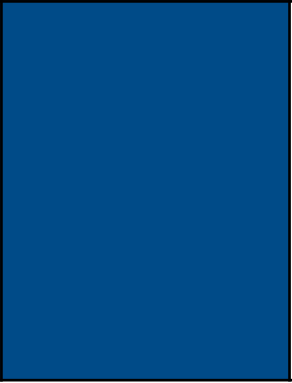
What's in it for you?

- Make a real difference to people's lives
- Gain new skills and knowledge, and build experience for employment
- Use and develop existing skills to do something worthwhile
- Improve your health, wellbeing, confidence and self-esteem
- Meet new people from a range of backgrounds and ages
- Get to know and give something back to the local community
- Experience expert training and support and feel part of a team

What will you do?

- Work as a part of a team helping with the day to day running of the Citizens Advice service
- Input and data analysis on Google Sheets
- Working directly alongside the Operations Manager and Service administrator to input and update spreadsheets and records
- Update client records on our digital system and be able to extract relevant information for reports
- Shadowing the service administrator
- Handle incoming and outgoing post, do filing, photocopying, scanning, and typing documents.
- Keep up to date with Citizens Advice research and campaigns work

What's helpful for this role?	We are looking for volunteers who: • Are friendly, approachable and patient • Are non-judgmental and respect views, values and cultures that are different to their own • Have good verbal and written communication skills, this is especially important as you will be working remotely on google meets calls whilst analysing data • A very good understanding with the use of digital technology, especially spreadsheet systems • Are willing to learn about and follow the Citizens Advice aims, principles and policies, including confidentiality and data protection • Are willing to undertake training for the role • Be able to work independently if need be
Time	We hope you can volunteer for one to two days per week for a minimum of 12 months. Due to the specific nature of this role, you must be available on a Monday. No prior experience or knowledge of Citizens Advice Barnsley is required as full training is provided for this role. We do require any potential volunteer to be familiar with spreadsheets and google workspace. We can be flexible so come and talk to us.
Location	You will be joining our team from our main office and/or potentially hybrid working. We'll reimburse travel expenses too.
Additional information	The minimum age for this role is 18. Citizens Advice is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults . All volunteers are expected to share this commitment.



As part of our safer recruitment process, successful applicants will be asked to self-disclose criminal convictions.

We also ask for ID and details of referees. If you'd like to talk through any of the checks before applying, please get in touch.



Valuing inclusion

Equity, Diversity and Inclusion (EDI) is really important to us and integral to all we do. We want to build diverse and inclusive teams, where everyone is welcome and everyone feels like they belong. To be the people's champion we must reflect the people we serve. We particularly welcome applications from people we would like to see better represented in our teams - people of colour, LGBTQ+ people and disabled people.



Apply now

If you'd like to speak to someone about this role, please contact Elisabeth Evans, Training Officer. Email: Elisabeth.Evans@barnsleycab.org.uk
Telephone: 07476441847

To apply please email admin@barnsleycab.org.uk for an application form, with the title 'Volunteer Admin Support' in the subject line.



Next steps

Once you apply, we'll take a close look at your application and get in touch. If we can move your application forward we will arrange an interview.