

Level 1 Adviser

What will you do?



- complete an introduction to Citizens Advice and training for your role
- help with the day to day running of the Citizens Advice Service
- answer the phone, reply to emails and postal correspondence
- receive initial queries from clients, signpost to information sources or refer on for further advice
- type up and proof read documents, letters and emails
- print and scan documents
- upload scanned documents to client records
- update lists of local services
- archive electronic and paper documents
- delete and shred documents

Some examples of what you could do:



What's in it for you?

- make a real difference to people's lives
- build on valuable skills such as communication and listening, office admin and IT
- undertake further training and progress to a role as a level 2 adviser
- increase your employability
- work with a range of different people, independently and in a team.
- have a positive impact in your community.

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 listening skills
- have excellent verbal and written communication skills
- be able to understand information and explain it to others
- 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?

Ideally we ask for 6 hours per week, which can be over one day or spread over two days, for at least 1 year.

We can be flexible so come and talk to us.



Valuing inclusion

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

If you are interested in becoming an advice assistant and would like to discuss flexibility around location, time, 'what you will do' and how we can support you please contact us.

Contact details

Recruitment@lewesdistrictca.org.uk