

**MUSSELBURGH AND DISTRICT CITIZEN'S ADVICE BUREAU**  
**VOLUNTEER FRONT DESK AND ADMINISTRATION**  
**JOB DESCRIPTION**

Musselburgh Citizen's Advice Bureau provides advice, support and assistance to the residents of East Lothian on a range of issues. We currently operate a telephone based appointment system during the hours of Monday to Friday 10.00am to 12.30pm and Monday to Wednesday 13.30pm to 16.00pm.

Volunteer Front Desk and Administration are the first point of contact for our clients and are essential in the smooth running of our appointment system. We are looking for our new volunteers to commit to one session per week.

Job Title: **Volunteer Front Desk and Administration**  
Responsible to: **General Advice Manager**  
Responsible for: **Operation of the bureau's front desk service.**

**Person Specification**

- Excellent verbal communication including telephone skills while being friendly and approachable.
- Efficient IT literacy skills including MS Office, email, internet and experience in working with database systems.
- Ability to work within busy office environment while managing time effectively.
- Ability to monitor and maintain work to standards required by Citizen's Advice Scotland.
- Ability to work with own intuition and as well as part of the larger team.
- Be able to give and receive constructive feedback objectively.
- Have an understanding of and commit to the aims and principles of the Musselburgh Citizens Advice Bureau.

**Operational Responsibilities**

- Answer incoming telephone calls and take voicemails off answering machine.
- Pass on client messages for other members of bureau staff.
- Book and cancel appointments where appropriate in 10to8 system.
- Signpost to client to other agencies where appropriate.
- Maintain confidentiality of client and their contact with Musselburgh Citizen's Advice Bureau.
- Keep updated on relevant policies and procedures of Musselburgh Citizen's Advice Bureau.
- Ensure that all work is completed following the policies and procedures of Musselburgh Citizen's Advice Bureau.
- Ensure that client case contacts are completed to required standard.
- Completing postal tasks and updating recording systems.
- Dispose of all confidential documents appropriately.

- Consult with General Advice Manager appropriately and work collaboratively with other colleagues.
- Complete any other relevant duties as required by General Advice Manager
- Abide by all health and safety guidelines and share responsibility for own safety and that of colleagues.

### **Professional Development**

- Complete relevant internal and external training as identified by General Advice Manager.
- Attend relevant internal and external meetings as identified by General Advice Manager.
- Prepare for and attend all support and supervision meetings as appropriate.

If interested in volunteering with us please enquire through our website at <https://www.musselburghcab.org.uk/> or email us directly at [info@musselburghcab.org.uk](mailto:info@musselburghcab.org.uk)