

Volunteer Uttlesford

<https://volunteeruttlesford.org.uk/opportunity/uttlesford-citizens-advice-admin-support/>

Admin support for a disability benefits team

Description

An advisory service has a team of specially trained volunteers who visit people in their homes to help them to complete complex disability benefit application forms. The team is also trained to provide support and advice on other relevant issues.

A volunteer is needed in Saffron Walden to help the team with administration tasks one day a week (Monday or Wednesday preferred).

The tasks required will be as follows:

- complete the service's introductory training
- assist the disability benefits specialist in her work
- speak to clients and other members of the team on the telephone
- data entry
- scan in disability benefit application forms
- open, record and scan incoming post, and prepare outgoing mail for dispatch.
- word process letters, documents and reports
- maintain a filing system for clients
- archive old files
- send and respond to email.

The volunteer must:

- be friendly and approachable
- be non-judgmental and respect others' views, values and cultures
- have good listening skills
- have excellent verbal and written communication skills
- have good maths and IT skills
- be able to understand information and explain it to others
- be willing to undertake training.

Date posted

21/04/2022

By clicking the Enquire button and submitting your contact information, you consent to Volunteer Uttlesford passing your details to the organisation seeking support, who will then be in touch to progress your enquiry.