

Enquiry Line volunteer

Hours: Minimum 2 x 2-hour sessions
Responsible to: Customer Service Coordinator

Role Description

1. Enquiry Line

- 1.1 Answer calls and give appropriate information and signposting
- 1.2 Liaise with colleagues in the Hub and Session Supervisor to ensure that they know how busy the drop-in services are and can advise callers appropriately.
- 1.3 Check voicemails and action messages
- 1.4 Record all enquiries on day sheet as Casebook simple query
- 1.5 Complete all related administration in a timely fashion.
- 1.6 Ensure that necessary Citizens Advice quality assurance monitoring is undertaken in a timely fashion.
- 1.7 Produce reports or other materials as required

2. Administration

- 2.1 Do filing, sorting and other paperwork as required
- 2.2 Undertake administration for Food Bank enquiries/applications, prepare food parcels and complete administration; including seeing applicants face-to-face
- 2.3 Assist with organisation of resources for Food Bank storage area

3. Complaints

- 3.1 Keep updated on customer service good practice and the procedure for managing informal and formal complaints
- 3.2 Responsible for noting complaints about service delivery in accordance with agreed policies

4. Other duties and responsibilities

- 4.1 Promote the aims, principles and policies of the CAB service
- 4.2 Be responsible for own personal professional development
- 4.3 Any other tasks that may be within the scope of the post to ensure effective delivery of the service.