

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.

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

Contact details

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