

Advice Centre Reception Volunteers

Role description: Hallam Union is looking for enthusiastic volunteers to act as the first point of contact within the busy Student Union Advice Centre. Your main responsibilities will be to:

- Answer simple queries both face to face and on the telephone
- Provide information to students in the form of leaflets, contact details of external agencies and details about the Advice Centre and the Student Union
- To undertake simple administrative tasks such as statistical recording
- Adhere to the Advice Centre's confidentiality policy
- Depending on where your interests lie there will be the opportunity to develop the role to include things such as statistical collating and analysis, report writing, updating the website, sourcing and ordering new materials for the Advice Centre, helping with information stalls, producing materials to go on the information boards and research into social policy issues

Skills and experience required:

- Enthusiastic and polite
- Computer literate, particularly in Microsoft Word and Excel
- Experience of dealing with customers in a face to face service
- An understanding of confidentiality and the need for it in a service such as the Advice Centre

Support given: There will be regular 1-1's with the Information Co-ordinator as well as a full and varied free training programme

Time commitment: We require volunteers between 1pm and 3pm Mon-Fri and we would ask that you commit to at least 2 hours per fortnight

No of volunteers needed: We are looking for a maximum of 4 volunteers