



Dacorum

Client Feedback Support Volunteer



What will you do?

- complete an introduction to Citizens Advice and training for your role
- enter client feedback forms responses into clients case record
- contact clients by email and telephone and collate information about their user experience with Citizens Advice Dacorum
- update spreadsheets and databases
- Update reports on feedback trends



What's in it for you?

- gain new skills in file management, admin, archiving, client engagement and understanding Data Protection in more detail
- increase your employability
- contribute to the running of the advice service which makes a real difference to peoples' lives
- work with a range of different people, independently and in a team.

And we'll reimburse expenses too!



What do you need to have?

You don't need specific qualifications or skills but you'll need to:

- respect views, values and cultures that are different to your own
- have good organisation skills
- be willing to learn about and follow the Citizens Advice aims, principles and policies, including confidentiality and data protection
- have good attention to detail
- be willing to undertake training in your role



How much time do you need to give?

Minimum 8 hours per week (can be split into two sessions), for at least 6 months.

We can be flexible and understand that you may have existing family and personal commitments.



Contact details

Follow this link to register your interest - [Volunteering information request - Dacorum](#)