

We are  The people's champion.

Become a Citizens Advice volunteer

We give people the knowledge and confidence they need to find their way forward - whoever they are, and whatever their problem.

Our national organisation and network of local independent charities help millions of people every year with free, practical advice. This means we really understand the issues affecting people in our society and advocate for changes to policies and practices that will improve lives.

We are supported by volunteers who are at the heart of the communities they serve.

If you want to help us shape a society where people face far fewer problems, this is the role for you.

Looking to make a difference in your local community?

[Find out more about Citizens Advice](#) and this volunteering opportunity at [Arun & Chichester Citizens Advice](#)

Volunteer Data Admin

Role purpose

Improve the quality of our recorded data to allow us to show our impact, identify trends and secure funding.

What's in it for you?

- Gain new skills and knowledge, and build experience for employment
- Use and develop existing skills to do something worthwhile
- Improve your wellbeing, confidence and self-esteem
- Get to know and give something back to the local community

	• Understand the issues facing people in society • Identify early warning signs that help inform our campaigns • Real-world experience in data entry and analysis • Develop a general understanding of benefits, debt, housing, employment, immigration, energy and more
What will you do?	• Work independently on a laptop or computer • Review previous client cases to identify gaps in case recording • Update client records based on available information • Add evidence forms where a social injustice is identified • Record likely outcomes along with any financial value • Report either verbally or in writing on trends • Provide end of shift summaries/handovers on what has been accomplished
What's helpful for this role?	We are looking for volunteers who: • Are non-judgmental and respect views, values and cultures that are different to their own • Comfortable with the use of digital technology • Are willing to learn about and follow the Citizens Advice aims, principles and policies, including confidentiality and data protection • Are willing to undertake training for the role • Enjoy working with large volumes of data • Can identify trends and patterns • Enjoy working independently This role does not require interaction with clients.
Time	We hope you can volunteer for a minimum of 3 hours per week. Whilst training, this will need to be in our business

	hours of Monday - Friday, 9am - 5pm. Once trained, we welcome evening and weekend working completed from home. No prior experience or knowledge is required as full training is provided for this role. The duration of training for this role is usually no more than 10 hours in total. The training includes some self-paced online learning modules alongside online shadowing and reviewing guidance documents. We can be flexible so come and talk to us.
Location	You can choose to work from home or be based within our Bognor Regis or Chichester offices. We'll reimburse travel expenses too.
Additional information	Citizens Advice is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All volunteers are expected to share this commitment. We ask for ID and details of referees. If you'd like to talk through any of the checks before applying, please get in touch.



Valuing inclusion

Equity, Diversity and Inclusion (EDI) is really important to us and integral to all we do. We want to build diverse and inclusive teams, where everyone is welcome and everyone feels like they belong. To be the people's champion we must reflect the people we serve. We particularly welcome applications from people

we would like to see better represented in our teams - people of colour, LGBTQ+ people and disabled people.



Get in touch

If you'd like to speak to someone about this role, please contact our volunteer recruitment team by emailing recruitment@arunchichestercab.org.uk and we can arrange a chat.

To apply please register an interest through our volunteering page <https://www.arunchichestercab.org.uk/volunteering> following which you will be invited to attend an online taster session which provides an overview of the organisation.



Next steps

Once you have attended an online taster session or alternative, you will be invited to apply formally, we'll take a close look at your application and get in touch. If we can move your application forward we will contact you to progress with the required paperwork. Please note final acceptance for the role is also subject to referees.