

Volunteers

at

Coventry Citizens Advice



Introduction from Simon Richards Chief Executive



Thank you for your interest in volunteering with us at Coventry Citizens Advice.

We are a free, independent, advice-giving charity.

Since we started in the 1940's, volunteers have provided a major contribution to our work and in the current economic climate, we need volunteers to provide advice as part of our essential service to the people of Coventry.

From fuel poverty to welfare benefits, housing issues to food vouchers, we give people the knowledge and confidence they need to find their way forward – whoever they are, and whatever their problem. For everyone, for over 80 years.

Our volunteers say that time spent with Coventry Citizens Advice is incredibly rewarding.

"I found the experience challenging and rewarding. It gave me an insight into the types of issues that people face on a daily basis, and what kinds of remedies are available to them. It feels rewarding to be able to provide advice where it is clearly needed."

(Diana, Volunteer Advisor)

Please take a few minutes to read through this pack to understand the roles on offer and what we look for in our volunteers.

Finally – thank you! We couldn't do our work without the support of people like you who are prepared to give their time to help others.

A handwritten signature in black ink, which appears to read 'Simon Richards'. The signature is written in a cursive, flowing style.

A quick note from Marian Nelson, our Volunteer and Training Coordinator



Congratulations! You have taken the first step to finding out more about volunteering with Coventry Citizens Advice.

This packs tells you more about us and the volunteer roles available;

- **Business Systems Support Volunteer** – could be done from home
 - **Creative IT Volunteer**
 - **Cancer Support Project – Admin Volunteer** – could be done from home.
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- Application deadline 09:00 Monday 15th September 2025

If you're interested in applying to volunteer with us the next step is to complete the application form on our website,

<https://www.coventrycitizensadvice.org.uk/volunteer/>.

If you need more information email volunteering@coventrycab.org.uk.

Where volunteers are needed;

At our offices

Foleshill

1-7 Station Street East
Foleshill
Coventry
CV6 5FL

City Centre

Kirby House
15 Little Park Street
Coventry
CV1 2JZ

From home

The Volunteering Process

Volunteers are required to complete an **application form**. Please detail your transferable skills and experiences in line with the role you are applying for. If successful you will be **interviewed**, and successful candidates will need to complete **training**.

Training

Face to face induction Foleshill office
Tues 7th Oct, 13:00 –
16:00

Key Dates

Application deadline	Mon 15 th Sept at 09:00
Interviews	Week commencing Mon 29 th Sept
Training - induction	Tues 7 th Oct 13:00 – 16:00

Thank you for your interest and we look forward to receiving your application.

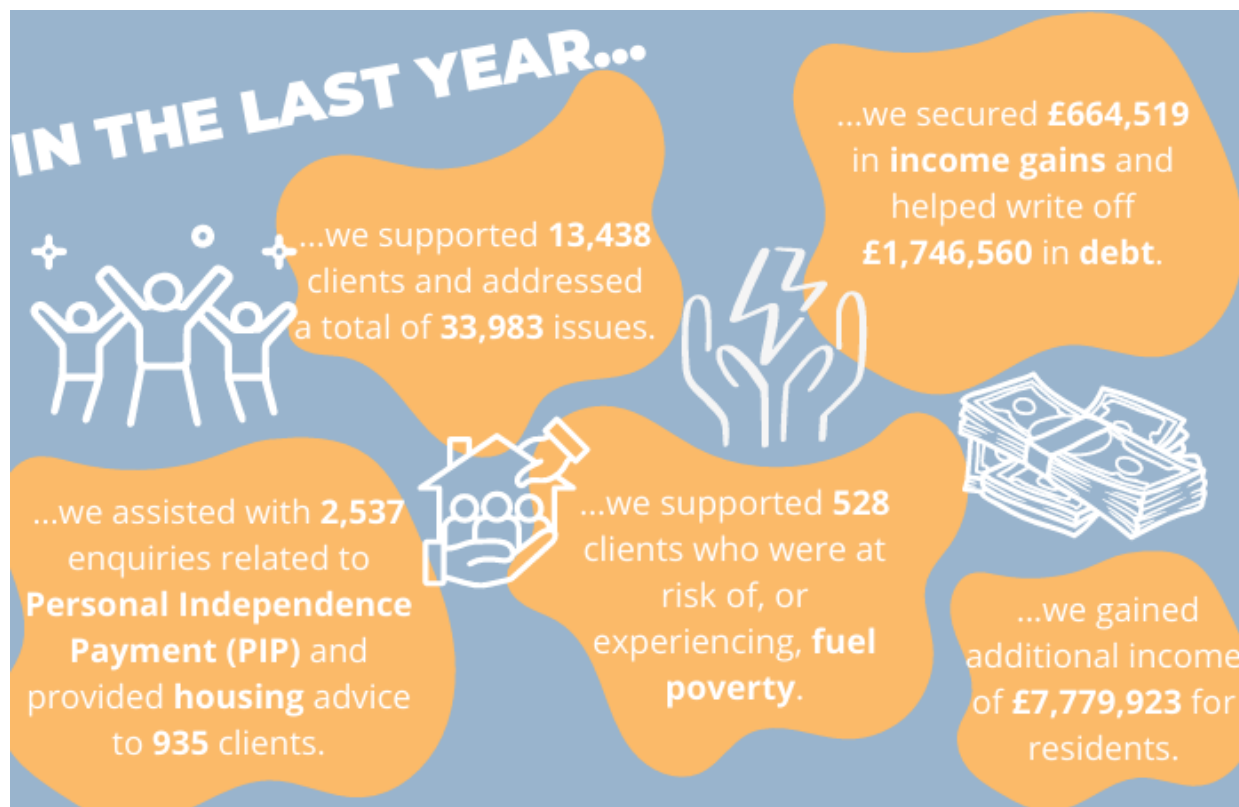


Maria

Coventry Citizens Advice at a glance

Our vision is to make society fairer. We do this one person at a time, helping people solve their individual problems and build resilience for the future.

Here's some highlights of 2024-2025...



Volunteers are particularly needed in the following areas;

- Cancer support project for people undergoing cancer treatment – **this team needs an admin volunteer**
- Business Systems – **this team needs a Support Volunteer and a Creative IT volunteer**

The role

You will support the Business Systems Manager in maintaining, organising, and improving the digital tools and processes that keep the organization running efficiently. This role involves assisting with data entry, updating system documentation, supporting with administrative tasks, and helping to ensure that business systems (such as M365, project management, or workflow tools) are up to date and functioning **smoothly**.

What tasks does a Business Systems Support Volunteer do?

- Supporting with administrative tasks.
- Supporting with HR & IT and training tasks.
- Helping with data entry and keeping staff records up to date.
- Liaise with other staff members and managers when information, actions or training is needed.
- Help preparing the bi-monthly internal newsletter.

What qualities do we look for?

- Passionate about helping people
- Good at building a rapport with others
- Sensitive to other people's needs
- An ability to treat all people with respect and in a non-judgemental manner.
- Logical and methodical with a natural inclination to detail
- Numerate
- Excellent communication skills both verbal and in writing.
- Good knowledge of Office 365, particularly Microsoft Word and Outlook and a willingness to learn new systems as required.
- The ability to research information using reputable sources.
- Some knowledge and practical work or personal experience around computers and artificial intelligence.

Time commitment

Minimum a day or two half days. This role can be done from home.

Creative IT Volunteer

What tasks does a Creative IT Volunteer do?

1. Preparing and scheduling social media content.
2. Sourcing and designing graphics
3. Re-posting content from partners
4. Website – update (advice) content
5. Website – Test accessibility
6. Creating and filming short videos about Coventry Citizens Advice
7. Interviewing staff and volunteers to create content

What qualities and experience do we look for?

- Passionate about helping people
- Excellent written communication skills – energetic, engaging, concise and to the point.
- Good at design – able to source and design graphics
- Working knowledge of Facebook, X, Office 365, particularly Microsoft Word and Outlook and a willingness to learn new systems as required.

Time commitment

- The time commitment for this role is one day per week, or flexibly to be split into two half day Mon, Tues Wed or Thurs.

Cancer Support Project – Admin Volunteer

In the Cancer Support Project, known as the Macmillan project we work with people diagnosed with cancer. They may have increased living costs - for example heating bills increase due to longer time spent indoors because of their health, or they need medical equipment that cannot be provided on the NHS, or their travel costs increase as they are travelling to and from hospital appointments. Our cancer support project, the Macmillan team, supports such clients to maximise their income via benefit advice.

An admin volunteer would support the advisors by organising client information sent from the referring NHS Trusts – University Hospitals Coventry and Warwickshire, and South Warwickshire.

Volunteer Role

What tasks does a Cancer Support Project Admin Volunteer do?

- Assist the Macmillan Case Officer and Advisors by updating the spreadsheet with any incoming email referrals from the hospitals.
- Look through email hospital referrals, check attachments
- Update client information on the spreadsheet
- Create folders on SharePoint
- Put electronic files in folders

What qualities do we look for?

- Passionate about helping people
- Logical and methodical with a natural inclination to detail
- Working knowledge of Office 365, particularly One Drive, Sharepoint, Excel and Outlook and a willingness to learn new systems as required.
- The understanding or the willingness to learn what the forms from the hospital mean – for example an SR1 form.

Time commitment

Half a day. This role can be done from home.

Volunteering with us. What's in it for you?

- Make a positive difference to people's lives.
- Receive training to complete your role.
- Work with a range of different people, independently and in a team.
- Have a positive impact in your community.
- Gain and build on valuable skills and experience such as communication, admin, IT skills and working in a team.
- Increase your employability.
- Meet like-minded people
- Reasonable expenses incurred whilst volunteering will be reimbursed in line with our Volunteer Expenses Policy.

"I know that my time volunteering at Coventry Citizens Advice makes a positive difference to some of the most vulnerable people in the city. Not only that but I'm learning new skills and meeting lots of different people. I really enjoy what I do."

(Yalda, Reception Volunteer)

Disability

Coventry Citizens Advice is committed to disabled people volunteering.

If you consider that you have a disability under the Equality Act 2020 and require any reasonable adjustments to be made in the recruitment process or volunteering subsequently if appointed, please make sure you tell us separately. We follow the social model of disability which believes that it is the barriers created by society which disable people. We will use reasonable adjustments wherever possible to remove those barriers.

Diversity Monitoring

We recognise the benefits of having a diverse workforce and will take steps to ensure this. If you would like to see our Equality and Diversity policy then please let us know and we will provide you with a copy.

GDPR – How we will use your information

We will use your application only to inform the selection process - this is our 'legitimate interest' under data protection law. Your application will be kept on record for 12 months after which we will destroy it. If you are successful, it will form the basis of your volunteer record with us. We will hold any data about you in completely secure conditions with restricted access.

We shall consider that by submitting the application form you are giving your consent to the processing of your data in the ways described above.

Travel Expenses

We do not pay for volunteer interview expenses. However, we may reimburse candidates on a means tested benefits for reasonable travel expenses to attend an interview if prior authorisation has been obtained. Once you are a volunteer you can claim reasonable travel expenses in line with our volunteer expenses policy.

Conditions regarding offers of volunteering

If you are successful and are offered a volunteer role, we will offer this to you on condition of the receipt of two satisfactory references. One of these should be someone who knows you in a work related, voluntary or academic capacity. Both referees should be able to comment on your suitability for the post applied for.

Thank you for taking the time to read this information pack and we look forward to receiving your application.