

Volunteers

at

Coventry Citizens Advice



Introduction from Simon Richards Chief Executive



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

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

Since our beginnings in the 1940's, volunteers have provided a major contribution to our work. We need volunteers 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 85 years.

Our volunteers say volunteering with us 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 provide advice where it is clearly needed.”
(Diana, Volunteer Advisor)

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, appearing to read 'Simon Richards'.

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.

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

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.

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

A handwritten signature in black ink, appearing to read 'Marian Nelson'.

This pack includes;

1. The current roles available and their location.
2. The volunteering process
3. Key dates – interviews, dates for the induction
4. Coventry Citizens Advice at a glance
5. Volunteer role descriptions
6. What's in it for you.
7. How to apply

Current roles

- **Volunteer Digital Access Hub Assistant** - morning and/ or afternoon session – city centre
- **Volunteer Receptionist** – Tuesday, Wednesday or Friday afternoon, city centre
- **Business Systems Support Volunteer** – a day or two half days, location flexible, Monday – Thursday.
- **Application deadline 08:00 – Monday 1st June 2026**

Our offices

Foleshill

1-7 Station Street East
Foleshill
Coventry
CV6 5FL

City Centre

Kirby House
15 Little Park Street
Coventry
CV1 2JZ

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**.

Key Dates

Interviews

Interview dates are;

Monday 8th, Tuesday 9th and Wednesday 10th June

Please allow up to 45 minutes for an interview, in person at our city centre offices or Foleshill office.

Dates for the induction are below. You will need to attend one session these will be at our city centre offices or Foleshill office (location to be confirmed)

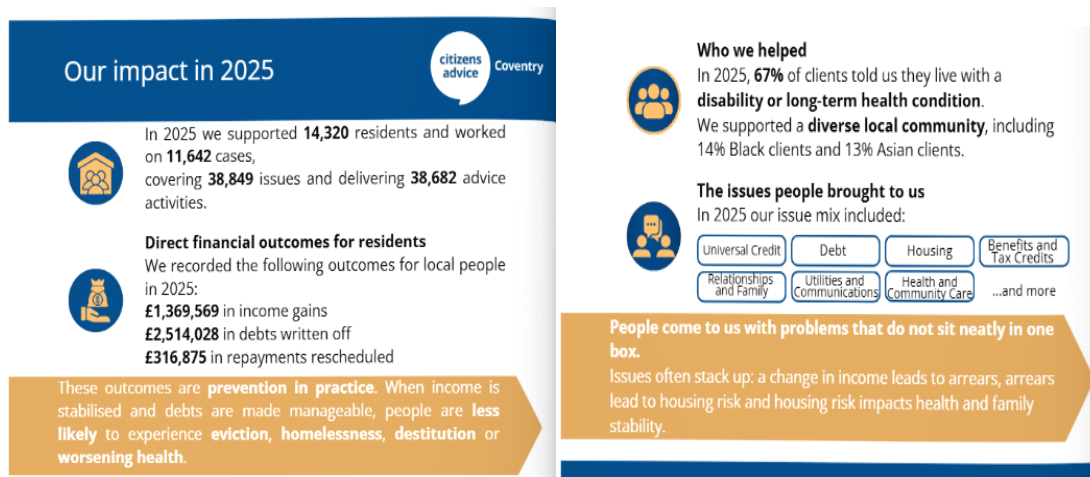
	Mon 22nd Jun	Tues 23rd Jun	Wed 24th Jun
am	10:00 – 12:00	10:00 – 12:00	10:00 – 12:00
pm	13:00 – 15:00	13:00 – 15:00	13:00 – 15:00

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

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 2025...



Volunteers are mainly placed in our generalist advice service which is the “front door” into the organisation for many clients who come with a range of needs from benefit and employment enquiries to housing and consumer issues. Generalist advice is given in our offices, food banks, social supermarkets and family hubs located throughout the city.

In addition to giving generalist advice we have a number of projects which focus on particular communities in need. These include clients who are:

- Undergoing treatment for cancer
- Looking for support with debt issues
- Needing advice with energy issues
- Living with HIV or TB
- People who have recently experienced a major physical trauma

As an organisation we also speak up on behalf of our clients and advocate for changes to government policy and industry practices that are making life harder for the people of Coventry.

Volunteer Digital Access Hub Assistant – role description

Our Digital Access Hub enables digitally excluded residents to complete essential online tasks and build lasting digital confidence in person at our city centre offices.

What does a Volunteer Digital Access Assistant do?

1. Support clients to find information online to solve their problems.
2. Teach clients, individually, to carry out activities online. For example:
 - Universal Credit journal actions
 - Council and housing portal submissions
 - Evidence uploads
 - Online banking and billing setup
 - NHS App and GOV.UK
3. Ensure clients understand the importance of using safe passwords, multi-factor authentication, have scam awareness and privacy knowledge.
4. Escalate clients to an advisor, where appropriate.

What qualities do we look for?

- Passionate about helping people and good at building a rapport with others
- Sensitive to other people's needs and an ability to treat all people with respect and in a non-judgemental manner.
- Logical and methodical with a natural inclination to detail
- An understanding of how to use various Apps, navigate websites, complete online forms and the ability to communicate the information to others.
- Excellent communication skills both verbal and in writing.

Time commitment - A minimum of one session per week. Volunteers are needed for the following sessions at our city centre office;

	Mon	Tues	Wed	Thurs	Fri
09:15 – 12:30			Yes		Yes
12:30 – 15:45		Yes	Yes	Yes	

Volunteer Receptionist – role description

Reception volunteers are the public face of Citizens Advice. They are the main link between the public and the service. As a receptionist you will greet clients and make them feel comfortable, answer phone calls and provide information on the service. During quieter periods you may, once trained, provide email advice.

What qualities do we look for?

1. An understanding of and commitment to the work of Coventry Citizens Advice.

People skills

1. Passionate and interested in helping people
2. Sensitive to other people's needs
3. Good at building a rapport with others
4. Committed to treating all people with respect and in a non-judgemental manner

Technical Skills for the Role

1. Excellent telephone manner
2. Ability to take accurate telephone messages
3. Good written and verbal communication skills
4. Working knowledge of Office 365, particularly Word, Excel and Outlook and willingness to develop and learn new software systems as required.

Time commitment - A minimum of one session per week. Volunteers are needed for the following sessions at our city centre office;

	Mon	Tues	Wed	Thurs	Fri
09:15 – 12:30			Yes		Yes
12:30 – 15:45		Yes	Yes	Yes	

Business Systems Support Volunteer

You will support the Business Systems and Governance Lead 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.

What qualities do we look for?

- Passionate about helping people
- Good at building a rapport with others and 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 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.

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

- Make a real difference to people's lives.
- Receive training necessary 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)

Valuing inclusion

Our volunteers come from a range of backgrounds and we particularly welcome applications from racially minoritised people/people of colour, disabled people, people with physical or mental health conditions, LGBTQ+ and non-binary people.

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

How to apply

Please complete the **application form** on our **website** stating which role you are interested in. Use the STAR (Situation, Task, Action, Result) approach as a framework for answering the application form questions. Detail your transferable skills and experiences to describe the specific Situation and the Task you faced, detail the Action you took, and then clearly state the Result, including any quantifiable outcomes or lessons learned. Your answers will be scored on this basis.

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.

Application deadline – Mon 1st Jun 08:00