



Trainee General Adviser

Hours: 2 days a week

Status: Volunteer

Citizens Advice Bromley is seeking to recruit volunteer Trainee Advisers to join our friendly team at our office in Bromley and our outreach locations in Orpington and Beckenham & Penge. Comprehensive training is provided.

You will be at the forefront of delivering high quality advice services from our office in Bromley and our outreach locations in Orpington and Beckenham & Penge.

Our service is free, independent, confidential and impartial. We value diversity, promote equality and challenge discrimination.

Advisers interview clients face to face and over the telephone. They provide a service to people who visit our office or outreach sessions or call our telephone advice line.

This is a challenging but rewarding role, which would suit someone who is good at listening, is able to identify and extract the key issues from a persons' description of their issue, sift through information and identify relevant material, and explain complex information clearly. Our comprehensive training program will help to provide you with these skills.

You will need to be able to use a computer, and be in a position to offer a commitment of two days a week for 18 months or more.

If you are interested, please contact us at recruitment@bromcab.org.uk and you be sent a welcome pack with further details about the work we do and the training programme.