

Volunteer Contact Centre Supervisor

Working on the Single Point of Access Telephone Support Line you will be the first point of contact for residents accessing the service.

As a Volunteer Supervisor you will support our team of volunteers and staff to ensure that the residents receive a service that is supportive, welcoming and makes seamless referrals across our pathways ensuring that the first door for the resident is always the right door.

Working with our excellent senior management team, our BTSE partnership office and our partners you will contribute to the smooth running of the Bromley Well service.

About Bromley Well

Bromley Well launched in October 2017 to provide support for people living in the London Borough of Bromley to prevent them from falling into a crisis and improve their health, wellbeing and independence.

The service is paid for by Bromley Council and Bromley NHS Clinical Commissioning Group and is delivered by a partnership of local voluntary sector organisations called Bromley Third Sector Enterprise CIC (BTSE) which is made up of Age UK Bromley & Greenwich, Bromley, Lewisham & Greenwich Mind, Bromley Mencap, **Citizens Advice Bromley**, Community Links Bromley and a growing number of Associate Member organisations.

Through our pathways the service provides support for older people, carers including young carers, adults with learning difficulties, adults with physical disabilities, adults with long term health conditions, adults needing support with their mental wellbeing as well as providing free impartial information, advice and guidance on a range of issues such as housing, debt and benefits etc. which are crucial to a persons' wellbeing.

The service is provided by a mixture of paid staff and volunteers.

After training, What Will you do?

- Complete an introduction to Citizens Advice and training for your role.
- Help with the day to day running of the Citizens Advice SPA service (with support from our Full-time supervisor).
- Provide supervision on relevant responses to incoming calls and emails.
- Provide an appropriate level of support and supervision to individual workers.
- Keep knowledge up to date and provide support to staff and volunteers.
- Handle escalated queries and day to day issues raised by team members.
- Create a positive working environment in which equality and diversity are well-managed, dignity at work is upheld and staff can do their best.
- Participate in the induction of new staff as delegated.
- Contribute to maintaining effective admin systems and records relevant to the role.
- attend team meetings and staff meetings as appropriate.
- Work cooperatively with colleagues and encourage good teamwork, clear lines of communication and common practices within the office team.
- Provide case studies to demonstrate the impact of the service.
- Identify own learning and development needs and take steps to address these.
- Develop links with all the Bromley Well pathways

What's in it for you?

- Gain and build on valuable skills and experience such as communication, admin, IT skills and working in a team.
- Contribute to the smooth running of the advice service which makes a real difference to peoples' lives.
- Work within a great team of staff and volunteers independently and in a

team.

- And we'll reimburse expenses too, within limits.



What do you need to have?

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

- Be friendly and approachable.
- **Previous experience in supervisory role or office job.**
- Respect views, values and cultures that are different to your own.
- Have great communication (written and verbal), listening, interpersonal abilities.
- **Have very good IT skills as we use Outlook, Word and a Database daily**
- Strong organizational and time management skills.
- Attention to detail and accuracy in handling tasks.
- Be willing to learn about and follow the Citizens Advice aims, principles and policies, including confidentiality and data protection.
- Discretion with sensitive information and maintaining confidentiality.
- Ability to multitask.
- Be willing to undertake training in your role.



How much time do you need to give?

We ask that you are able to volunteer for at least a minimum of **1 year, 2 days per week**. We can be flexible about the hours that you volunteer so come and talk to us. Our vacancies are across all our departments.



Valuing inclusion

Our volunteers come from a range of backgrounds, and we particularly welcome applications from disabled people, people with physical or mental health

conditions, LGBT+ and non-binary people, and people from Black Asian Minority Ethnic (BAME) communities.

If you are interested in becoming an Admin Support Volunteer and would like to discuss flexibility around location, time, 'what you will do' and how we can support you please contact us.



Contact details

Please contact Volunteer Recruitment for further information and application form at Citizens Advice Bromley, Community House, South Street, Bromley BR1 1RH or email her at Recruitment@citizensadvicebromley.org.uk