

## Single Point of Access Telephone Assessor



### What will you do?

- complete an introduction to Citizens Advice and training for your role
- respond to telephone calls from Bromley Residents seeking help, advice, and support via the SPA line
- identify client issues and determine appropriate support options
- signpost or refer clients to relevant organisations such as – Citizens Advice Bromley, Age UK Bromley & Greenwich, Bromley Mencap, South East London Mind, or other local agencies as appropriate
- record client conversations accurately on an online database
- maintain a clear and calm telephone manner, showing empathy and professionalism
- respond to emails both from clients and professionals
- type up letters and read through documents checking for mistakes
- record client data on the Bromley Well Charity Log CRM Database and either refer to Bromley Well Services or signpost where necessary.
- update spreadsheets regarding staff availability and daily statistics
- follow up on tasks within the SPA action list by calling back clients where necessary, not in an advice role



### 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 with a range of different people, 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
- respect views, values and cultures that are different to your own
- have good communication, listening and IT skills - essential
- be willing to learn about and follow the Citizens Advice aims, principles and policies, including confidentiality and data protection
- be willing to undertake training in your role
- remote working and can do 2 half days or 1 full day



## How much time do you need to give?

We ask that you can volunteer for at least a minimum of 6 months to 1 year. 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 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 media 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 [recruitment@citizensadvicebromley.org.uk](mailto:recruitment@citizensadvicebromley.org.uk) to discuss this position.