Remote Reception Volunteer

Responsible to: Volunteer Co-Ordinator

Location: From Home

*You will play an important part in creating a friendly and professional first point of contact to callers of the Law Centre.*

**Benefits of the role:**

* Gaining broad and wide-ranging knowledge on a number of legal matters
* Build on valuable skills such as communicating with a variety of people, listening and problem-solving skills which will improve your employability.
* The feeling of making a real difference to the lives of vulnerable or disadvantaged people in Bristol
* Having a positive impact on the community
* A written statement of recommendation which can be used for future employment

**Tasks:**

* Answering phone calls, discussing callers legal issue and helping them to understand what services are available
* Referring appropriate cases to in-house teams
* Inputting call data into a system in order for us to assess community need
* Signposting callers and visitors to other agencies where appropriate
* Booking appointments for our volunteer solicitors

**Person Specification:**

* You will need access to a secure device to take calls and send emails as well as a quiet room at home to take calls.
* This role is best suited to someone who is confident talking to members of the public
* Excellent communication and organisational skills
* Competent in the use of Microsoft Packages such as Word, Outlook and Excel
* Friendly, approachable and non-judgemental manner
* A commitment to equal opportunities and confidentiality
* You will adhere to our strict policies on confidentiality and equal opportunities
* Ability to speak more than one language is very useful, although not essential
* You will receive training and support required to undertake the role.

**Application Details:** If you would like to apply for this role please return your completed application form to ginaj@bristollawcentre.org.uk.

We would like our application process to be as easy as possible so if you have any questions about the organisation or role or need any support completing your application form please contact us on 0117 924 8662.