



Digital Assistant



What will you do?

- complete an introduction to Citizens Advice and training for your role
- communicate with clients via a range of channels, to help them find information that can help them solve their problems
- help clients carry out an activity online to solve their problems

Some examples of what you could do:

- find the information online that explains how to check a client's state pension age and help them to do this
- find the information online about how to renew vehicle tax and help a client to do this
- Fill in on-line forms
- write a summary of the clients' problems and what action you've taken
- look out for problems' that are common, or are unfair, and write a short report about the problem or a letter to an elected official like an MP, AM or local councillor



What's in it for you?

- make a real difference to people's lives
- learn about a range of issues such as benefits, debt and housing
- build on valuable skills such as communication, listening, supporting others to use the internet
- increase your employability
- work with a range of different people, independently and in a team.

- have a positive impact in your community.

And we'll reimburse expenses too.



What do you need to have?

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

- be friendly, approachable and patient
- be non-judgmental and respect views, values and cultures that are different to your own
- have good listening skills
- have excellent verbal and written communication skills
- have good maths
- Have very good IT/digital skills
- be able to understand information and explain it to others
- 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 which will include training to provide services via F2F, telephone, email and webchat communications.



How much time do you need to give?

Ideally we ask for one day per week (7 hours) for at least 6 months.



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 a digital/information assistant and would like to discuss flexibility around location, time, 'what you will do' and how we can support you please contact us.

