

Minute Taker Admin Support volunteer

The Minute Taker is responsible for accurately recording the proceedings and decisions of meetings, ensuring that a clear and concise record is maintained. This role involves attending various meetings, listening attentively, and producing detailed minutes that capture key discussions, decisions, and action items. The Minute Taker must ensure the minutes are distributed to relevant parties in a timely manner and that they are archived for future reference.

What will you do?

- Complete an introduction to Citizens Advice and training for your role.
- Attending formal governance meetings (meetings vary from 30 minutes to 2 hours or more).
- Taking manuscripts notes capturing what you hear, noting key discussion points, noting what was agreed, noting what action is to be taken by whom and by when.
- Create an accurate and precise minute in English.
- Sharing the minute of the meeting to relevant participants and save in the folder.
- Maintain and update the minute folder and ensuring accuracy and confidentiality.
- Liaise with senior management and colleagues and ability to arrange and set appointments – diary management.

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 (written and verbal), listening, interpersonal abilities and IT skills - essential.
- Strong organizational and time management skills.
- Are comfortable drafting non-standard emails, letters, reports, minutes and other business documents in English (desirable)
- 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 and prioritize workload effectively.
- Previous experience in administrative role or office job – but not essential.
- 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. 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