



Student Internship

What will you do?

- complete an introduction to Citizens Advice and training for your role
- talk to clients over the phone, face to face, or online to explore what problems they've come for help with and identify the right level of support for them
- find information about the clients' problems and help them to understand their options
- help clients find information for themselves or support them to carry out an online activity that can help them solve their problems
- 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

Some examples of what you could do:

- identify what steps a client can take to resolve their problem with a second hand car
- find the information online about how to renew vehicle tax and help a client to do this
- help a client find and understand what steps they can take to deal with their rent arrears
- complete an online or paper form with a client to help them claim a benefit
- call a utility company with, or on behalf, of a client, to find out how much money they owe



What's in it for you?

- make a real difference to people's lives
- learn about a range of issues such as benefits, debt, employment and housing
- build on valuable skills such as communication, listening and analysing
- 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 and approachable
- 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 and IT 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



How much time do you need to give?

We ask for a minimum of 3 days (or 18 hours) a week for a minimum of 4 weeks to make sure you receive a broad range of experience.

We can be flexible so come and talk to us.



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 customer service volunteer / reception 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

For more information about the work of Uttlesford Citizens Advice, please go to our website www.uttlesfordca.org.uk, where you will find copies of our Annual Report and Impact Report.

For more information about volunteering with us please email kate.robson@uttlesfordca.org.uk or call 01799 618840.



Citizens Advice
Proud to support the
LGBTQ+ community