Voluntary Role Description: **Registration Assistant**

Works for Us is a Milton Keynes-based charity dedicated to providing free training, careers guidance and support for people in and around Milton Keynes.

Formerly known as Women and Work, we have been supporting local people for 40 years. We are proud to have affected the lives of thousands of clients in that time by helping them to realise their personal and professional goals.

**Our clients face barriers such as:**

* Lack of confidence
* Low career aspirations
* Difficulties in CV and covering letter writing
* Lack of soft and functional skills
* Uncertain career path
* Mental or physical health issues

**Through the delivery of free courses, training opportunities, workshops and drop-in sessions, we are able to help our clients by:**

* Boosting confidence and interpersonal skills
* Helping to manage stress and anxiety
* Providing careers advice and guidance
* Assisting with CVs and covering letters
* Supporting to find suitable volunteering and work experience opportunities

**Why Volunteer?**

In the last two years alone, Works for Us has helped over 700 people make positive life changes and move towards their employment or training goals. Volunteers are an integral part of this success and their contributions help us to provide a caring, supportive and inspiring service for people to access. You might consider volunteering with us if you want to:

* Help positively impact the lives of people facing challenges in their life
* Gain skills and experience to enhance your CV
* Build your confidence and abilities in a supportive environment
* Meet new people and expand your network
* Feel purposeful and make a difference to those around you

**Aim of the Role**

* To support our IAG Manager with the registration of new clients
* To provide prospective clients a warm and comprehensive introduction to the charity and its services

**Key Tasks & Responsibilities**

* Engaging one-to-one with prospective clients to provide an overview of the charity, ensuring the individual clearly understands the services and support available before starting the registration process
* Completing the associated registration documents with the client, ensuring that the registration process is completed in a timely and sensitive way
* Providing basic information, advice and guidance regarding course and training suitability
* Booking clients on to the relevant course and training waiting lists
* Liaising with other members of the registration team to ensure all clients are attended to in a timely and efficient manner

**Skills, Experience & Qualities**

* Excellent interpersonal skills with the ability to communicate effectively with a wide variety of people
* Good verbal and written English language skills
* Non-judgmental and empathetic manner with the ability to stay calm and patient in difficult situations
* Willingness to understand the Works for Us mission alongside remembering key service information, such as available courses, support sessions and drop-ins
* Capable of working self-sufficiently within a wider team
* Able to maintain professional boundaries
* Work in accordance with data protection regulations to maintain client confidentiality and Works for Us procedures

**Would You Like to Know More?**

If you’d like to know more about this role or to register your interest, contact Natasha at n.evans@worksforus.org.uk. Alternatively, ring 01908 200186 for further details.