

Volunteer with us...

All sorts of people volunteer with us and for many different reasons, but one thing that unites them all is that they find it rewarding, varied and challenging.

It's a chance to meet new people, make a difference to people's lives in your community, gain new skills, work as part of a team, enhance your employability skills and receive full, mentored training.

We have volunteer roles in all of our Norfolk offices from Face-to-Face Advisers, to Telephone and Email Advisers, as well as Receptionists, Administrators, Research & Campaigns and Social Media volunteers.

To find out about current vacancies near you please:

- email on v.recruitment@ncab.org.uk
- visit ncab.org.uk/volunteer



Citizens Advice helps people find a way forward.

We provide free, confidential and independent advice to help people overcome their problems. We are a voice for our clients and consumers on the issues that matter to them.

We value diversity, champion equality, and challenge discrimination and harassment.

We're here for everyone.

We're here to help.

Whoever you are.

Whatever the problem.

www.ncab.org.uk



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Norfolk Citizens Advice - a charitable company limited by guarantee and registered in England and Wales.
Registered charity number 1071297.

How can Norfolk Citizens Advice help me?



A local charity for the whole community.

Norfolk Citizens Advice Norwich

How we can help

Our service is free, confidential and open to everyone in the community. Staff and volunteers are trained to advise on virtually any issue, including:

- welfare benefits
- money and credit problems
- employment
- consumer rights
- housing
- neighbourhood disputes
- education and healthcare
- human rights
- family and personal issues

We arm you with all the facts and possible outcomes of different options. That way you can make the decision that's right for you. If needed, we can also offer practical support such as help with filling in forms, writing letters or negotiating with third parties.



Ways to get advice

- online via citizensadvice.org.uk
- over the telephone
- via email
- face-to-face

What happens when you get to us

You'll be offered a short session with an Assessor, who will identify the most appropriate way for us to help you. This could be giving you the information you need to solve your problem yourself, or it could be making an appointment to discuss your problem further - in person, by phone or by email. Sometimes, we might direct you to a different organisation that is better placed to help.

Languages

If English is not your first language, contact us for information about other languages we can provide advice in.



Our contact details:

In person (outreach):
The Phoenix Centre
132A Mile Cross Road
Norwich
NR3 2LD

Email us:

phoenixcentre@ncab.org.uk

Our Advisers usually respond within 3 - 5 days, but this can be longer during busier periods. If your query is urgent please call the Adviceline.

Hours for drop in:

Monday: 9am - 3pm
Tuesday: 9am - 3pm
Friday: 9am - 3pm

For our other office locations and opening times, please visit: www.ncab.org.uk/our-offices

Adviceline : 0800 144 88 48

The Adviceline is open on Mondays - Fridays from 9.30am - 4pm for telephone Advice.

Website: ncab.org.uk

