

Volunteer Role Description

Role Title: Administration Volunteer (Information & Advice)

Accountable to: Information & Advice Senior Team Leader & Information & Advice Officers

Based at: Age UK Coventry & Warwickshire, 7 Warwick Row, Coventry, CV1 1EX

Role Purpose: The Information & Advice (I&A) service provides free, confidential & quality accredited advice and information to older people, on matters such as welfare benefits, housing & social care.

This role is primarily to support the I&A service with general administration/office tasks.

Main Tasks:

- Scan & upload documents onto our client database
- Post or email clients leaflets & appointment letters
- Call clients for benefit decision outcomes
- Call clients to book advice appointments
- Update client database with any client contact
- Monitor leaflet/office supplies & order as necessary

Skills & Competencies:

This role would particularly suit somebody with previous experience of working in an office environment.

- Good literacy and basic numeracy skills
- Non-judgemental, patient & empathetic
- Reliable and flexible approach to the role
- Good communication and interpersonal skills
- Ability to work within Age UK Coventry & Warwickshire policies and guidelines
- IT Skills – particularly experience with Microsoft word & outlook (calendar & emails) & client/customer databases
- Familiar with office equipment – e.g. printers/scanners/shredders/photocopiers

Additional Information:

- The Information & Advice service is delivered Monday - Friday 9.30am – 4.30pm
- Full training and ongoing support will be provided

Volunteering Commitment:

- We ask for a minimum commitment of 2 hours per week. Term time only can be accommodated
- You will be required to complete initial induction training, which will be a mix of face to face & online learning. Periodically we may also ask you attend team meetings, additional training or supervisions

Benefits – what this role could offer you:

- Make a real difference to the lives of older people in Coventry and Warwickshire.
- Become part of a friendly team
- Develop new skills to add to your CV