

About Age UK Norfolk's Information & Advice Service

Age UK Norfolk provides information and advice on issues that affect older people, their families, carers and friends through their website, drop-in and telephone helpline.

Admin Support volunteers will help with the smooth running of the office which is based at Henderson Business Centre, Norwich. They support the admin staff with tasks for the whole organisation. This is an ideal role for someone looking for admin experience along with future aspirations in Office Management, Social Care and Information and Advice.

About the Volunteer Role

Main Purpose

- To provide administrative tasks to support the whole organisation along with the Information and Advice Line which is based at Head Office in Norwich.

Tasks

- Inputting client information from referrals onto the database
- Processing post incoming and outgoing
- Supporting with evaluation of services which may involve some telephone work
- Stock monitoring of information guides
- To follow up on actions as appropriate
- To carry out tasks in accordance with Age UK Norfolk policies and practices

Skills

- Computer literate
- Good listening skills
- Ability to clearly record information on the database
- Open minded and non-judgmental
- Commitment to equal opportunities
- Problem solving skills
- Desire to help people
- Able to work well in a team

Availability

Flexible to suit the volunteer and can work between the hours of 9am and 5pm Monday to Friday. Ideally a minimum of 3 hours per week.

Expenses

Expenses are paid.

Location

Henderson Business Centre, 51 Ivy Road, Norwich NR5 8BF

Training and DBS

Full training is provided. The role is subject to a satisfactory DBS check. (criminal records)

Responsible to

Information and Advice support adviser. There will always be an experienced staff member available to give support.

