

JOB TITLE: Volunteer Administration Assistant

LOCATION: Bradbury Centre, North Shields

ACCOUNTABLE TO: Head of Charity Services

REPORTING TO: Charity Chief Operating Officer

TIME COMMITMENT: Flexible, but minimum of 2 hours per day, at least 1 day per week Monday to Friday.

We are looking for an enthusiastic self-motivated individual with excellent time management and communication skills to join our Charity Co-Ordination Team as a volunteer. You will be working with a fun team of individuals to help us provide an excellent and professional service to the people accessing our services.

PURPOSE:

1. To provide support to the Charity team with organisation, correspondence, & telephone calls to customers.
2. To support office organisation, project management, deadline compliance, documentation and electronic files.
3. To work with the Charity Chief Operating Officer and the Charity team to help facilitate internal and external communication across the Group.

RESPONSIBILITIES:

1. To provide professional and confidential management and administrative support.
2. To use available systems to establish and maintain the smooth running of the Charity service, ensuring information is easily accessible and can be quickly retrieved.
3. To support colleagues with diary management and preparation of reporting, customer service evaluations and case studies.
4. To act as a point of contact for our customers, determining the importance and urgency of all enquiries, ensuring that all contacts at all levels are treated promptly, efficiently and courteously in a manner that ensures a positive image of the organisation.
5. To provide support with correspondence management, including post and email.
6. To manage electronic and paper-based communication, both internal and external. Circulating information appropriately and bringing to the attention of others any matters requiring urgent attention.

Age UK North Tyneside will provide you with:

1. A full training and induction programme which will include Charity induction, data protection, health & safety and safeguarding.
2. A DBS check to enable you to work 1:1 with our customers.

PERSON SPECIFICATION	REQUIREMENTS
QUALIFICATIONS	1. GSCE Level English and Maths or equivalent
EXPERIENCE	No previous experience is required, full training will be provided.
SKILLS/ABILITIES	<ol style="list-style-type: none"> 1. Effective Time Management and Organisation skills. 2. Excellent Communication and Customer Service Skills. 3. Strong attention to detail. 4. A Team Player. 5. An ability to work independently and manage own workload 6. High levels of confidentiality 7. Computer literate, well versed in all aspects of MS Office.

3. On-going support from the Charity Co-Ordination Team, including regular check ins.
4. Access to a network of other volunteers for advice and guidance.
5. A volunteer reward and recognition program, to celebrate your achievements!

I have read, understand and agreed to work in accordance with the Job Profile as outlined:

Signed

Date

Name:

