

Volunteer General Administration Support

Role Profile: VIP 2

Working with: Rothesay Court Operational Manager and Administration Assistant

Supported by: Coordinator (Volunteers)

Location: Based at The Gingerbread Centre, Rothesay Court, Longton, ST3 4LY

Purpose of the role:

To provide additional administrative support to the Operational Manager, working alongside the Administration Assistant. This role covers general office duties and providing an efficient, friendly and professional reception and telephone answering service for our service users, staff and visitors.

This role is important as it helps us run smoothly and provide an excellent service for the families we support.

Volunteer role activities:

Activities you may be involved in could include a range of general administrative tasks such as:

- Sorting the post
- Answering the telephone, taking notes and relaying accurate messages promptly
- Receptionist duties such as greeting and managing visitors and ensuring they sign in and out
- Filing, photocopying or scanning documents
- Typing thank you letters
- Checking and inputting purchase orders
- Ordering goods
- Processing invoices
- Inputting data such as timesheets and expense claims
- Booking meeting rooms
- Arranging appointments

Required skills, knowledge and experience:

You will need:

- to have good administration and communications skills
- to be reliable and flexible
- to have a friendly and approachable manner
- to understand the importance of confidentiality and data protection

**Hours required:**

The hours for this role are flexible, however regular Wednesday afternoons and/or Thursday mornings would be ideal. A commitment to set hours each week would be helpful.

Support and training provided:

- The Administration Assistant will provide you with on-the-job training to cover the role and activities that are required.
- You will be provided with background information on Gingerbread and you will visit the accommodation units to see how we operate.
- You will have regular catch up meetings with your manager and with the coordinator for Volunteers.
- You will have access to appropriate training courses which are provided free for Volunteers, to aid your personal development.

Volunteer benefits:

- Normal travel expenses will be paid when accompanied by a receipt
- The post will provide you with on-the-job experience, covering the activities listed above

Any other requirements / notes:

As with all the Volunteer posts at The Gingerbread Centre which could involve unsupervised contact with vulnerable people, an enhanced DBS (Disclosure Barring Service) check will be carried out. References may be taken up before a Volunteer is permitted to carry out this role.

If you are interested in this role, please complete an application form which can be found at: gingerbreadcentre.co.uk/volunteer-vacancies or request a paper copy of the application form by emailing volunteering@gingerbreadcentre.co.uk or calling 01782 344740 or 01782 973491.