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| **Title:** | **Admin – Social Well-Being Service**  |
| **Overall purpose of role** | To provide admin support to the social well-being services department based at Townfield community centre, for Age UK Hillingdon. |
| **Outline of activities** | * Deal with enquiries to the service and ensure referrals get to other AUKH services or agencies as appropriate
* Filing, shredding, scanning and photocopying
* Answering the phone, updating the database
* Typing up the minutes of meetings
* Arranging refreshments for meetings
* Booking rooms for meetings/events
* Dealing with post both external/internal
* Using computer systems such as Charity Log
* Ordering of stationary and/or equipment
* Use of monitoring tools to support internal audits

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| **Personal qualities and experience** | * Experience of dealing with members of the public in a professional way
* Good interpersonal skills and be able to talk to a wide variety of people
* Confident telephone manner
* Basic PC skills
* Basic office experience desirable
* Empathy and an understanding of the issues that face older people
* Enthusiasm and reliability
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| **A commitment to the role** | * We would appreciate any time commitment. However, a regular commitment of at least 5 hours a week for at least 3 months would be ideal.
* Attend an annual review meeting with your line manager
* Attend occasional training relevant to this role
* You will not undertake any form of employment (whether paid or unpaid) for any person (including Age UK Hillingdon clients) that you have met as a result of carrying out your duties. Furthermore, you will refrain from contacting any person (including Age UK clients) that you have met as a result of carrying out your duties, nor will you provide such persons with the means of contacting you directly outside the formal means within the service.
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| **What can you expect from volunteering at Age UK Hillingdon**  | * Clearly defined voluntary role within the organisation
* Be provided with induction, information and training to enable you to carry out your role effectively
* Support for development within the role and your personal development by offering appropriate induction, training and feedback opportunities
* Provide you with policies, procedures and standards of the organisation in relation to volunteers
* Provide an accessible complaints procedure
* Provide references where needed after 6 months volunteering
* Out of pocket expenses
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| **Still interested?** | Please contact Kelly Lord on 0208 756 3062 or e-mail volunteering@ageukhillingdon.org.uk for further details |

***This role outline is binding in honors only, and is not intended to be legally binding***

**Age UK Hillingdon is committed to safeguarding and promoting the welfare of all older people and children within the London Borough of Hillingdon**