|  |  |
| --- | --- |
| **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 |
| **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 |
| **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. |
| **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 |
| **Still interested?** | Please contact Kelly Lord on 0208 756 3062 or e-mail [volunteering@ageukhillingdon.org.uk](mailto: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**