**Role: Volunteer & Community Programmes Assistant**

**About the Role...**

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| **Job Title:** | MYNeighbour Programmes Assistant |
| **Based at:** | Lambeth, Remote Working & Office-based |
| **Employment Terms:** | **Wage:** London Living Wage **Hours:** 25 hours weekly  **Duration:** 6 months |
| **Reporting to:** | MYNeighbour Service Lead |

**Role Description & Purpose**

The Neighbour team is at the core of our services for isolated and disadvantaged older people. This is an opportunity for a motivated and enthusiastic individual to make a difference in a small but dynamic team, in a role that is diverse and embraces innovation and initiative.

As our Volunteer & Community Programmes Assistant you will work across a number of different voluntary and community development-type projects. These include, but are not limited to,…  
  
**Befriending** - this is a program in which we connect isolated older residents with volunteers so that they can form a friendship and build connections.  
  
**Home Cooks** - In this program we connect volunteers with older residents for whom they cook a lovely, homemade meal at least once a week  
  
**MYDigital** - this is a program aimed at helping older residents get online. We match volunteers to residents to help teach them the basics of going online, and we also provide free tech where possible.  
  
**Kickstart** - Our youth employment program which helps young people into paid placements with us

Your role will be very diverse, and on different days you’ll help on different projects, supporting staff where the help is needed. One day you might be teaching a resident how to use a smartphone, and the next you might be calling people up to welcome them to our befriending program. Later that week you might be attending a community event to share information on what we do, followed by some time helping with administration of the programmes database and calling clients for feedback on our services.  
  
The job will include aspects of volunteer support and coordination, some event support, some database administration and also helping us stay in touch with clients to make sure they’re happy!

The team deals with a constant flow of referrals and enquiries and you will be trained to use our bespoke database to help manage that..

This is a busy and much-valued service so you should be able to deal with unexpected issues and then refocus on the task at hand. You’ll have or develop skills in multi-tasking, strong interpersonal skills for supporting clients, time management, organisation and administration, and most of all a problem-solving and can-do attitude!  
  
  
**Main Duties:**

* Providing administrative support to staff across all our volunteering and community projects under the MYneighbour service (Befriending, Home Cooks, MYdigital and Kickstart).
* Respond to general queries, follow up on referrals and signpost clients to the appropriate service so clients get support quickly.
* Maintaining our database (Podio) of clients and volunteers, ensuring information is accurate.
* Collate and analyse client feedback, and use this information to assist with our impact and monitoring reporting.
* Attend external events and act as an ambassador to promote our MYNeighbour and our other services (this occasionally may require out of office hours work).
* Occasionally help to complete certain volunteer missions requests and some digital client support in the community
* Contribute to staff meetings and work collaboratively with colleagues and external partners; supporting others in their work and working towards shared goals.
* Assist with project planning and be committed to best practice, constantly seeking improvements in our services.
* Undertake any other reasonable duties as required by the MYNeighbour Service Lead.

**Person Specification**

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|  | **Essential** | **Desirable** |
| **Skills** |  |  |
| Ability to deal with queries in a diplomatic, professional and confidential manner both verbally and in writing | **√** |  |
| Ability to multi-task and prioritise varying workloads | **√** |  |
| Good accuracy attention to detail | **√** |  |
| Good IT skills | **√** |  |
| Good verbal communication skills – including the ability to listen | **√** |  |
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| **Behaviours** |  |  |
| Outgoing with excellent interpersonal and communication skills | **√** |  |
| Ability to work independently and use initiative, whilst working to the common goals of the team | **√** |  |
| Proactive approach to problem solving | **√** |  |
| Empathy to the needs of older and vulnerable people | **√** |  |
| Friendly, patient and positive | **√** |  |
| To be reliable, trustworthy and conscientious | **√** |  |
| **Knowledge** |  |  |
| Good knowledge of written and spoken English | **√** |  |
| **General Requirements** |  |  |
| Commitment to improving the lives of older and vulnerable residents | **√** |  |
| Commitment to working as a team player and a supportive colleague | **√** |  |