



Volunteer Role Profile: Volunteer Activities Administrator

Role: Volunteer Activities Administrator
Location: Office Based (SM1 4LE)
Supported by: Age Friendly Programme Manager
Commitment: 2-3 hours a week (Monday – Friday)

About Age UK Sutton

Age UK Sutton is an independent, local charity working throughout the London Borough of Sutton to support older people, their families and carers. Our vision is an Age Friendly Sutton, where older people know that they belong, and feel supported and valued.

We offer a range of practical, social and information services and support for people aged 50+ that help them make the most of their later life. As well as providing services, we work to influence wider changes in the community to make Sutton a more age friendly place.

What Does a Volunteer Activities Administrator do?

Age UK Sutton offers a variety of activities including exercise classes, Nordic Walking groups, dance classes, social groups, a choir and virtual groups. Our activities programme has recently relaunched and is growing in popularity.

Participants book and pay for activities in advance of the sessions via an electronic booking system. As an Activities Administrator, you will work in a team with other staff and volunteers to complete administrative tasks and enable our activities to run safely and smoothly for all participants and group leaders. The role includes:

- Supporting the administration of all our bookable activity sessions
- Managing bookings on the system
- Liaising with group leaders and sending attendance registers to activity leaders ahead of time via secure email
- Collating registers and recording attendances on individual client records on the database
- Contacting registered attendees to give them updates or let them know important news

- Researching external activities in Sutton, talking to community groups about their activity provision and updating our information guides
- Contacting activity participants for evaluation and outcome monitoring purposes
- Joining virtual groups and getting involved with the conversation
- Taking payments via telephone for activities (with support from staff)

This role is open to volunteers who are a minimum of 16 years old and is subject to a DBS (Criminal Record) check.

Volunteer Skills, Experience and Attributes Required

We are looking for volunteers who:

- Have good administrative skills and are confident with electronic administration
- Have good basic IT skills and experience of using Microsoft Office applications including outlook, word and excel
- Are comfortable working in a busy office environment
- Are well organised
- Have good attention to detail
- Are friendly, approachable and enthusiastic
- Have excellent interpersonal, communication and listening skills
- Are able to communicate professionally with clients in person, on the phone and via email
- Are reliable, honest and trustworthy
- Are willing to attend training and support and supervision sessions as required
- Are willing to follow Age UK Sutton policies and procedures, including professional boundaries, data protection and confidentiality, health and safety, safeguarding, equality and diversity.

What We Offer

- Induction, training and support from the Activities Team
- The opportunity to make a positive difference for older people in Sutton
- The opportunity to meet new people and be part of a great team
- The opportunity to develop new skills and experiences
- Reimbursement of reasonable travel expenses.

To Apply

Please complete the on-line volunteer application form on our website <https://www.ageuk.org.uk/sutton/get-involved/volunteer/application-form/>

For any questions please email the Volunteering Manager on volunteering@ageuksutton.org.uk or call 07735 690864.