

## **VOLUNTEER ROLE DESCRIPTION**

### **Administration Volunteer**

#### **Objective:**

We are looking for volunteers to help with administration tasks in the office.

**Responsible to:** Coordinator of the service

#### **What would my role involve as an Administration Volunteer?**

- Photocopying, filing, laminating and shredding
- Word processing and inputting data
- Preparing mail merge letters
- Ordering replacement leaflets and information
- Replenishing leaflet displays
- Replenishing stocks of lists to give out
- Collating mailings ready for posting
- Collating data for specific tasks
- Preparing information packs
- Minute-taking
- Maintain diaries for specific projects
- Be an ambassador for Age UK Wolverhampton

#### **Personal qualities most suited to this role:**

- Patient and flexible
- Good communicator
- Able to use their initiative
- Able to be part of a team
- A sense of humour
- Reliable

## **Skills**

- A methodical and orderly approach
- Experience of using a computer and knowledge of Microsoft applications in particular word and mail merge
- A good command of written and spoken English
- An excellent telephone manner
- Understands the need for confidentiality

## **How much time is involved?**

Morning, afternoon or full day sessions as agreed. You can stop volunteering at any time but it is very important that you let us know in advance.

## **Expenses and Insurance:**

We will cover agreed out-of-pocket expenses for volunteers (e.g. travel costs). You can claim travel expenses weekly or monthly by completing a travel expense form and provide receipts where appropriate. We will also insure you under our Public Liability insurance for the time you are volunteering with us. Please ensure that you only carry out tasks which have been requested of you with this volunteering role.