

Basingstoke Mencap

Role Description for Volunteers

Role: Volunteer Office Administrator Assistant

Objectives of the Role

- Assist Office Manager with general office duties to ensure company processes run smoothly
- Assist in correspondence with clients, customers, and vendors.

Outline of Tasks and Activities to be undertaken

- Assist with clerical duties, including, but not limited to, mailing and filing correspondence, and answering calls
- Interacts with clients, visitors, and vendors as required
- Assists with Arranging meetings by reserving rooms and managing refreshments as directed
- Assist with typing up correspondence, meeting notes, and forms among other documents
- Photocopies, scans, and filing of appropriate documents
- Assist with maintaining accurate records and enters data as directed by Office Manager
- Assist in organising events when necessary
- Conducts research and compiles data as directed
- Interacts with Trustees, members of staff and other volunteers when necessary
- Helps with input of accounts
- Performs additional duties when required

Targets or Measurements of Performance

- You will receive regular verbal feedback
- You will be encouraged to attend appropriate training where necessary in order to develop your role
- We will acknowledge your achievements, performance and commitment as a volunteer

Days and Hours

- Days and times to be agreed with the Office Manager. We are happy to accept individuals who can commit to work on a rota basis but prefer individuals who could commit to most weeks if possible (notwithstanding holiday commitments etc)

Expenses

- This is not a paid role, and you are not employed by the Charity. You may be reimbursed for any out-of-pocket expenses, including mileage with the prior agreement of the project team leader occurring as a direct result of your volunteering role, on the production of a receipt in accordance with the Basingstoke Mencap's Volunteering Policy.

Skills and Attributes

- Previous Experience in a Related Field Preferred
- Self-Driven
- Excellent Customer Care Skills
- Exceptional Communication Skills
- Ability to Maintain a Strict Level of Confidence
- Proficiency in Microsoft Office 365 Programs
- Proficiency in QuickBooks Accounting Package
- Attention to Detail
- Professional Appearance
- Excellent Typing Skills
- Strong Problem Solving Skills
- Excellent Organisational Skills
- Highly Motivated and Ability to Prioritize Efficiently
- Ability to Work Alone or as directed
- Enthusiastic and Reliable
- Knowledge of Basic Office Management Procedures
- An interest in Learning Development but not essential

We would ask you to:

- Adhere to our policies and procedures and ensure that you behave in a way that will promote the charity in a positive manner
- Commit to a particular task, event or series of events when asked
- Arrive on time and make sure you inform the Charity Manager if you are going to be late or absent
- Perform your agreed duties to the best of your ability
- Treat staff, other volunteers and service users with respect
- Help the organisation to work towards its aims and objectives
- Respect confidentiality
- Try to provide us with sufficient notice should you wish to stop or no longer be able to volunteer for the organisation
- Provide feedback to the Charity Manager to enable us to improve the volunteering experience where possible.
- Raise any concerns you may have to the Charity Manager

A copy of the Basingstoke Mencap Volunteering Policy will be provided to you. Please acquaint yourself with this