

# Basingstoke Mencap Role Description for Volunteers

## **Title: Office Administrator for Greenfingers Specification**

### **Objectives of the role:**

- Carry out general office duties to ensure Greenfingers processes run smoothly.
- Assist in correspondence with clients, customers, and vendors.
- We will provide you with a safe and friendly environment and give you the tools to carry out your role as described in your role Specification.

### **Outline of Tasks and Activities to be undertaken**

- Carry out clerical duties, including, but not limited to, mailing and filing correspondence, and answering calls
- Interacts with clients, visitors, and vendors as required
- Typing up correspondence, meeting notes, and forms among other documents
- Photocopies, scans, and filing of appropriate documents
- Maintaining accurate records and enters data as directed by Charity Manager
- Assist in organising events when necessary
- Conducts research and compile data as directed
- Interacts with Trustees, members of staff and other volunteers when necessary
- 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 Charity 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
- Attention to Detail
- Excellent Typing Skills
- 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**