

Enfield Carers Centre Admin Volunteer Role Profile

Title: Enfield Carers Centre Admin Volunteer

Responsible to: Operations Director

Overall Purpose: To provide reception and administrative support to Enfield Carers Centre (ECC) team and ensure the effective running of the office.

Intended outcomes

- Effective reception & admin service.
 - Providing a resource for assisting ECC team to effectively and efficiently manage their office administration.
 - Maximising a more effective use of local resources by enabling identified volunteer staff to undertake the growing range of administrative tasks.
-

Main Responsibilities:

- To answer the telephone promptly and ensure all messages are passed to the relevant team members by maintaining a comprehensive and up to date message logbook.
- To provide secretarial support to the team which may include the typing of minutes, reports etc.
- To assist in setting up rooms for meetings etc., providing refreshments and clearing room after use.
- To record and/or distribute minutes of meetings and agendas as directed.
- To assist in maintaining accurate records on ECC databases as directed.
- To record monitoring/evaluation information, provided on questionnaires , Focus groups etc that will be used to identify ECC priorities.
- To deal with any enquiries to the office and refer visitors either to the relevant ECC team members or other relevant external agencies.
- To ensure that all of the above confidential information is stored in a secure manner.

- To contribute to the publication and distribution of an ECC Newsletter and monthly mailings.

Additional responsibilities may be added as a result of tailoring services that the Centre provides to meet local needs. These will be included after consultation with the volunteers.

Skills and Knowledge

- Confident communication skills including a professional telephone manner.
- Experience in good office administration/organisational procedures.
- Good IT skills (Word, Excel and Outlook).
- Positive and welcoming interpersonal skills.

Attitude and Personal Qualities

- A willingness to be flexible and perform varied tasks.
- The ability to deal with sensitive and confidential information in an appropriate manner.
A good team player who is supporting of others.
- Having a professional yet friendly nature.
- Able to respect diversity.
- Willingness to learn about carers services.

Training Requirements (M=Mandatory before commencement, O=Optional – training can be undertaken whilst volunteering)

- Volunteer Induction (M)
- Customer Service training (M)
- IT Skills Updating/Training (O)

Time Commitment/Expectation

One morning or afternoon per week. Volunteers should be willing to undertake occasional travel for training and networking.

Expenses

Travel and other expenses are paid in line with current policy, details of which are included in the Volunteer Handbook. This will be discussed and agreed before Volunteering starts.