

Volunteer Role Description

Title:	Volunteer Administration Support
Location:	St Vincent Support Centre, 4 Berking Avenue, LS9 9LF
Responsible to:	Department Manager

Role Summary

To provide administration support to the staff and volunteers at St Vincent's Support Centre across all departments.

Main Duties Include

- Answering the telephone and dealing with queries in a professional and courteous manner and redirecting calls where appropriate.
- Office tasks including filing, accurate data input, photocopying.
- Maintaining strict confidentiality regarding all aspects of the work of the Centre
- To work at all times in accordance with the equal opportunities of the St Vincent de Paul Society.

Person specification

Essential:

- Good interpersonal skills with an ability to communicate effectively with staff, volunteers and customers from all backgrounds
- An ability to maintain professional standards of confidentiality
- Self-motivated, enthusiastic, diplomatic and an ability to use own initiative
- Good computer skills and a basic level of numeric understanding
- Sympathetic, in all aspects of your work and to the ethos of St Vincent De Paul society.
- Enthusiasm, tolerance, dedication and integrity
- Able to work flexibly as part of a team

Desirable:

- Experience of working with vulnerable adults
- An understanding of the voluntary sector

Commitment required

The St Vincent's Support Centre office is open Monday and Friday 9:00am – 5:00pm
Volunteer Administration Supports will be required to commit a minimum of 2 hours of their time once a week.

Induction, Training and Development

Each volunteer will receive an induction and training will be available in all aspects of the role.

Expenses and support

St. Vincent's has a policy to reimburse volunteer expenses. Any costs incurred travelling can be claimed back on the production of a valid travel ticket.

Safeguarding

References are required for this role and the applicant must be willing to have DBS check.