

Volunteer Role Description

Role Title	Office Volunteer – GUC and Regional Centre
Based at	
Responsible to:	
When	Any weekday
Time Commitment:	(part or full time 1 day a week)
Duration	Ongoing
General Purpose of the Role	<ul style="list-style-type: none"> To support our head office or garden office staff in doing a wide range of administration tasks.
Outline of Tasks	<p><u>Some of the tasks you may be involved in are:</u></p> <ul style="list-style-type: none"> Answer the telephone and answer queries/pass on calls. Prepare or amend documents as needed using excel or word. Help department with mail outs. Enter data on to database. Proofread documents.
Skills and Personal qualities we need you to use.	<ul style="list-style-type: none"> Computer literate - knowledge of word, excel and PowerPoint and data entry. Reliability – be able to commit to a set time and day each week. Problem solving – be able to work on own initiative. Pleasant telephone manner – be clear and concise when taking telephone call and passing on the message. Good communication – consult with the relevant staff member about given tasks.
Training, Support and Supervision you will be given	<ul style="list-style-type: none"> A full introduction to the site and to the tasks Training in relation to Health & Safety and any other training relevant to the tasks we ask you to do. Attend any in-house staff training as appropriate. A review meeting with your named contact at least once every six months.
General Duties	There are other general responsibilities and expectations set out in the Volunteer Agreement which you will need to sign before starting work with us.
Notes:	We are always looking for help with the fundraising events we put on. These are usually at weekends. There is no obligation but this could be an additional activity you could get involved in.