

## Volunteer Role Description

Title	Administration Support Volunteer
Volunteer Lead	Community Engagement Coordinator/Admin Team Leader
Location	Grimsby
Time Commitment	Minimum of 2 hours per week, Monday to Friday

### Role summary

This is an exciting opportunity to develop and use your administrative skills to support the day-to-day work of the Administration team in our Grimsby service. As part of the team you will provide a warm and friendly welcome to clients and visitors to the service to ensure a good first impression is made.

### What will you be doing?

- Supporting the administrative team with their tasks, including scanning, copying and filing.
- Supporting the staff on Reception to help create a welcoming and professional atmosphere for clients and visitors.
- Supporting with the screening of phone calls to ensure they get to the correct team or most appropriate member of staff.
- Contributing to maintaining the client information displayed in the reception area is tidy, current and relevant.
- Providing basic information and advice on the service offer in Grimsby.
- Sending appointment reminders to clients.

### What skills will you need?

- A friendly, positive and approachable manner.
- Ability to work with people in a non-judgmental and solution-focused way.



- Able to work independently and as part of a diverse team.
- Ability to empathise the challenges faced by the people using our services.
- Able to follow instructions and act on own initiative within set boundaries.
- IT literacy; previous experience of data entry and working on recording systems may be helpful.
- Good command of the English Language both verbally and in writing.
- Ability to respect and maintain confidentiality.

## What's in it for you?

- Access to relevant training and ongoing role-specific guidance, support and additional learning opportunities throughout your time with us.
- Opportunity to use and develop your skills as part of giving back to your local community.
- Volunteer alongside a friendly and professional team that makes a real difference to people's lives.
- Gain valuable experience and insight into the inner workings of a Community Drug and Alcohol service.
- Regular contact and support at every stage of your journey as a volunteer, including an assigned member of staff for supervision and development.
- Reimbursement of out of pocket expenses, in accordance with our Volunteer Expenses policy.
- An opportunity to feedback about your experience volunteering with us.
- Access to We Are With You employee assist programme

Please note that we require you to be a minimum of 18 years of age to be considered for this volunteering role

This role is subject to a Disclosure and Barring Service (DBS) check at a Standard Level.