

WFRC VOLUNTEER ADMINISTRATOR

JOB DESCRIPTION: Volunteer Administrator

RESPONSIBLE TO: Office Manager

Context

The Women & Families Resource Centre (WFRC) is a registered charity based in Wolverhampton which supports, empowers and advocates for women and children. We aim to actively encourage women to be self-reliant, through empowering them to identify their own needs, make their own choices and create their own solutions.

We offer short term home visits, counselling sessions, practical & emotional One to One support, Domestic violence groups, Awareness raising workshops and drop in or chat groups to help women facing crises or challenging situations.

Purpose

The effective provision of a welcoming client administration service to WFRC. To undertake all administrative tasks relating to the WFRC services.

The successful candidate will be an enthusiastic and a highly organised administrator with excellent interpersonal and communication skills. They will possess a creative mind and the ability to think innovatively to solve problems and operate at a fast pace whilst ensuring accuracy. This will be demonstrated by the ability to take initiative and work independently.

This varied role will be pivotal to the support of a core team and the successful candidate must be able to deal competently and professionally with all administration requirements, in particular the following experience is required:

Main Duties & Responsibilities

1. Reception

1. To welcome clients and other visitors in person or on the telephone.
2. To answer the telephone and pass on messages to other WFRC staff and volunteers as well as signpost to other organisations where appropriate.
3. To assist the Office Manager to make reservations for and be the first point of contact for WFRC's Chat group, events & other activities. To keep a record of all interested clients and send out relevant literature.
4. To assist with the purchasing and control of domestic matters, stationery, kitchen supplies and office equipment as requested by the Office Manager.
5. To take the post to the central post office at the end of each day.

2. Befriending/ Counselling Service

6. To deal with referrals to and reservations for the WFRC befriending service.
7. To send out relevant information to new and existing service users.

3. CEO

8. To provide general administrative support to the CEO.
9. To manage the CEO's diary including updating Outlook calendar, making appointments and organising meetings

4. Volunteers & Data Entry

10. To send out by post and email volunteer packs to those interested in volunteering.
11. To update the Charity Log contact database for all support Services (including collating reports) as requested by the Office Manager

6. General

12. To undertake First Aider training and become the first aider in our offices.
14. Take minutes of meetings and circulate to attendees.
15. To maintain a welcoming, warm and professional manner when communicating with service users or clients, volunteers, colleagues, trustees, visiting Health & Social Services representatives and other professionals.
16. Receive supervision from the Office Manager on a monthly basis or as otherwise directed.
17. To provide general assistance with administration tasks such as mail merges and mass mail-outs.
18. To assist with the design and updating of WFRC leaflets and stationery.
19. Undertake administrative duties to support WFRC Services.
20. Promote WFRC and its services via Twitter and Facebook.
22. To be responsible for own safety at work and assist in ensuring a safe environment for all staff & volunteers of WFRC.
23. To assist in ensuring that the organisation's Equal Opportunities, Health and Safety, Complaints and Confidentiality policies are implemented and to ensure any records kept comply with the requirements of the Data Protection Acts with regard to security and confidentiality.
24. Any other duties on behalf of WFRC, which the Office Manager can reasonably and lawfully expect.

