

 Job Description

Job title: Volunteer Administrative Assistant

Accountable to: Fundraising & Communications Manager

Location: Frome Town Hall, First Floor, Christchurch Street West, Frome, Somerset BA11 1EB

Time Commitment: 1 day per week

We Hear You is a charity providing free professional counselling for children, young people and adults affected by cancer, life-threatening conditions or bereavement in Bath and North East Somerset, Somerset and Wiltshire.

Purpose of job:

This post is within the Fundraising and Communications team at We Hear You. The primary role of the Volunteer Administrative Assistant will be to provide admin support within the team.

Duties and Responsibilities

* Administration such as filing, photocopying, collating and sorting documents.
* Complete tasks using various computer programmes, including Microsoft Office.
* Input information including donations onto a database.
* Answer incoming phone calls, make calls and relay information as required.
* Support the Fundraising team in preparing for events.
* Liaise regularly with the Fundraising Manger and other colleagues.
* Keep accurate and confidential records.
* Keep up to date with and adhere to We Hear You’s policies and procedures.
* Help with other related tasks when necessary

Qualities and Skills Required

* Good computer skills, (in particular word processing, spreadsheets and databases) and be able to work in an efficient and organised way with the ability to prioritise tasks.
* Good communication skills.
* Good literacy and numeracy
* Able to work proactively both independently and as part of the wider organisation and volunteer team.
* An understanding of the importance of confidentiality and the ability to respect and work within the organisations policies and procedures.

Equal Opportunities

The post-holder will be expected to implement We Hear You’s Equal Opportunities Policy in all aspects of their work.

Confidentiality

The post-holder will be expected to abide by We Hear You’s Confidentiality Policy at all times.

Safeguarding Children

This organisation is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

What We Hear You Offer

* The opportunity of meeting new people and working as part of a dedicated team.
* An induction into the organisation, alongside training support and supervision.
* The opportunity to develop new and existing skills in areas such as fundraising and communications.
* To be part of a dynamic and forward-thinking local charity that makes a positive impact within the local community.
* Personal development opportunities.