

## Volunteer Role Description

As a volunteer within the team, we ask that you promote the work of Inspiring Communities Together and ensure that the principles which underpin our work are upheld and achieved. These principles are to motivate, mobilise, empower and enable local people, groups and partners to participate in neighbourhood activity. As a volunteer you will be supported to develop your skills and knowledge to enable you to carry out your volunteering role.

<b>Role Title</b>	Office volunteer
<b>Based at</b>	Innovation Forum
<b>Responsible to</b>	Neighbourhood development worker
<b>Time commitment</b>	The office is open between 9am – 5pm, Monday to Friday, you will need to be available during these times
<b>Duration</b>	Ongoing
<b>General purpose</b>	To support staff in doing a wide range of administrative tasks
<b>Outline of typical tasks</b>	Some of the tasks you may be involved in are: <ul style="list-style-type: none"> <li>• Answer the telephone and answer queries/pass on calls</li> <li>• Help staff with printing and mail outs</li> <li>• Provide support at events in the community</li> <li>• Help staff with administration tasks using Google docs and Microsoft office</li> </ul>
<b>Skills and personal qualities required for the role</b>	<ul style="list-style-type: none"> <li>• Good knowledge of Charlestown and/or Lower Kersal</li> <li>• Some computer literacy - knowledge of Word, Excel and PowerPoint and data entry would be useful</li> <li>• Reliability – be able to commit to a set day and time each week</li> <li>• Problem solving – be able to carry out tasks on your own</li> <li>• Pleasant telephone manner – be clear and concise when taking telephone calls and passing on messages</li> <li>• Good communication skills – consult with the relevant staff member about given tasks</li> </ul>
<b>Training, support and supervision</b>	<ul style="list-style-type: none"> <li>• A full introduction to the office, nursery, café and to the team and to the tasks</li> <li>• Health &amp; Safety briefing</li> <li>• Any other training relevant to the tasks we ask you to do</li> <li>• Wellbeing conversations and planning</li> <li>• A review meeting with your supervisor at least once every four weeks</li> </ul>