

Facilities Volunteer Role description

Together we are help and hope for everyone living with dementia



Facilities Volunteer



Why we need you

Now more than ever, people living with dementia need our help and support. By providing efficient and responsive Facilities support at our head office in London, you will be helping our staff to deliver their best and ultimately provide the help and hope needed by so many living with the disease. You will be the first contact for visitors to the Society's office and will play a vital role in ensuring that a positive and welcoming first impression is given and received.



What you will be doing

You will be carrying out some or all of the following activities:

- Meeting and greeting visitors and directing them to the appropriate member of staff or area of the office as necessary.
- Supporting with setting up meeting rooms, stocking up on stationery, ensuring rooms are tidy and ready for the next meeting.
- Supporting with general office tasks, such as outgoing post and ordering office supplies.
- Escalating immediately to the Facilities team all issues and faults noticed or reported to you.
- Monitoring uncollected parcels belonging to staff that are stored in the Facilities' office, sending reminder emails if required or escalating to the Facilities team where necessary.



This role will suit you if you

- Enjoy meeting new people, are warm, friendly and approachable.
- Are organised and able to demonstrate good attention to detail.
- Have existing administration skills or are looking to develop them.
- Are committed to great customer service and happy to volunteer as part of a team.
- Have basic IT skills (e.g. ability to use Microsoft Outlook and Microsoft Word/Excel).



What you can expect from us

- We will make you feel welcome, included and respected.
- You will receive training, ongoing supervision and support.
- You can claim pre-agreed out of pocket expenses (for example, travel) in line with our policy.
- We'll keep you up to date with relevant policies and procedures that apply to your role.
- You'll have access to learning, development and engagement opportunities for volunteers.



What we need from you

To ensure the safety and security of people with dementia we ask for:

- One reference and proof of identity.

- To put the role into practice most effectively volunteers are recommended to continue for at least 6 months.
- Learning at the start will take about 1-2 hours, followed by periodic refreshers.