

# Administration Support Volunteer Role description

Together we are help and hope for everyone living with dementia



# Administration Support Volunteer



## Why we need you

Now more than ever, people affected by dementia need our help and support. By providing efficient and responsive administration support you will enable our staff and volunteers to deliver the best possible service to people from all backgrounds and communities affected by dementia.



## What you will be doing

Carrying out a variety of administrative tasks to assist the team(s) you'll be supporting. This could include some or all of the following activities:

- Handling post, sending and receiving emails, using the telephone, photocopying, ordering stationery and supplies.
- Researching information, updating databases by inputting data into our computer systems; manipulating data using spreadsheets.
- Supporting the organising of events for example booking meeting rooms, venues and catering.
- Supporting with meetings by taking notes and logging action points.



## This role will suit you if you

- Are organised and able to demonstrate good attention to detail.
- Have existing, or are keen to develop, administrative skills.
- Have experience of using Microsoft Office including Outlook and Excel.
- Are flexible, willing to learn and can carry out the role independently and as part of a team.



## 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 (e.g. 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 2 hours, followed by periodic refreshers.
- You will need your own computer, internet access and phone unless based in one of our offices.