**Volunteer Role Description – Volunteer Administrator**

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| **Role Summary** |
| A volunteer administrator is required to assist with all administrative duties across the charity including providing admin support to the Anxiety UK staff team whilst also assisting the charity’s Infoline here at our offices in Manchester.  The ideal volunteer will be able to offer at least 3 hours each shift to perform these tasks. Applicants will need to provide 2 references and undergo the relevant DBS Check for the role.  Please note that Anxiety UK operates Monday – Friday 9am – 5.30pm and volunteers will need to be available between those times. |

* To co-ordinate AUK’s postage, photocopying and other admin requirements
* To input financial (and other) data onto Excel spreadsheets, reconcile Gift Aid and other month-end reconciliation tasks and to oversee the inputting and reconciling of Standing Orders.
* To monitor fundraising income received through online fundraising portals
* To be responsible for ensuring Anxiety UK’s office space is kept in an organised and tidy manner; compliant with health & safety legislation
* To lead on administrative tasks for the charity
* To support the Infoline Coordinator manage administrative/downtime tasks.

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| **General Work Related Expectations** |
| 1. To work within Anxiety UK’s values, ethos and vision. |
| 2. To contribute to the development of Anxiety UK |
| 3. To work in accordance with all Policies and Procedures of Anxiety UK |
| 4. To identify and attend training as required |
| 5. To work in accordance with all relevant legislation |
| 6. To undergo regular supervision |
| 7. To undertake any other duties as required, appropriate to the post |

# AUK (full colour)

# Person Specification – Volunteer Administrator

The successful candidate must be able to demonstrate that they meet all the following points.

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|  | **Essential/Desirable** |
| **1. Experience** |  |
| 1.1 Experience of working or volunteering in an administrative capacity | E |
| 1.2 Experience of data entry | E |
| 1.3 Experience of working or volunteering in mental health | D |
| **2 Knowledge** |  |
| 2.1 Knowledge and understanding of mental health issues and services | D |
| 3 Skills |  |
| 3.1High level of computer literacy (Word, Excel, PowerPoint, Access, Email, Internet) | E |
| 3.2 Excellent team working skills | E |
| 3.3 Excellent administrative and organisational skills (filing, data processing) | E |
| 3.4 Strong customer care focus with an attention to accuracy and detail | E |
| 3.5 Highly literate and able to produce documents (such as letters and minutes) and accurate records to a professional standard. | E |
| 3.6 Excellent verbal and interpersonal communication skills | E |
| 3.9 Ability to prioritise and delegate tasks to work efficiently | E |
| 4 Personal |  |
| 4.1 Ability to work independently and on own initiative | E |
| 4.2 Ability to manage own workload | E |
| 4.3 Ability and willingness to work flexibly, to respond to the needs of the organisation (including evening and very occasional weekend work) | E |
| 4.4 Ability to show resilience and to multi-task | E |