

Administrative Volunteer

- Purpose of Role:** To assist with office based administrative tasks of a wide and varied nature depending on your interests, experience and expertise.
- Reporting to:** Business Support (Office Manager & Business Support Officer)
- Location:** Smiles House, Octagon Business Park, Hospital Road, Little Plumstead. NR13 5FH
- Hours:** Regular opportunities exist on a weekly, fortnightly or monthly basis as well as options for ad-hoc support. The office hours are Monday to Friday – 8.30am until 5pm (4.30pm on a Friday).
With a regular hours role we can assign tasks for you to become familiar with and carry out confidently and independently.

Duties and responsibilities

To provide administrative support which may include Word, Excel or CRM data input tasks, answering the phone to general enquiries, printing and posting documents, putting together Smiles & Tears gift boxes, sorting, tidying and organising the office storage areas, preparing resources for our work with bereaved children and young people for use at our therapeutic interventions and wider team tasks to support preparations for fundraising and other events.

To comply with applicable Nelson's Journey Policies & Procedures and Code of Conduct.

To represent the professional standards of the charity.

To work collaboratively and supportively within the office team.

To take part in appropriate training and attend regular meetings with Business Support.

To attend regular feedback meetings with the Business Support Officer to help review and develop your role.

Training

Depending on the tasks completed the role will be subject to a DBS Check and the provision of 2 references. You will also receive extensive details of our Safeguarding & Child Protection Policies and Procedures to comply with our certificated standard of safeguarding with Norfolk Safeguarding Children Partnership.

Office volunteers will be provided with training on Induction, Manual Handling, Fire Safety: Local Emergency Action Plan and details of the Office Risk assessment. Further applicable policies will be provided.

Person Specification

- An interest in the work of Nelson's Journey and supporting bereaved children.
- Confidence with IT tasks (where applicable).

- Enjoy working on own initiative as well as part of a team.
- A flexible approach and happy to take on a variety of tasks.
- A sense of humour.
- An understanding of the need for confidentiality.
- Reliability and trustworthiness.
- A willingness to take part in training for the role.

Expenses

Travel expenses will be paid on a mileage basis at the current Government rate for all authorised journeys undertaken.

Additional information

When volunteering in the office you may answer calls, be involved in discussions or process data which contains both confidential and sensitive information which can be upsetting due to the nature of our work with bereaved families. We provide a supportive environment where you will always have the opportunity to discuss anything which has affected you. If you have any previous bereavement or loss experience which we should be aware of we will welcome discussing this with you and tailoring your tasks if appropriate.