



'Supporting independence from alcohol and tackling homelessness'

VOLUNTEER ROLE FOR ADMINISTRATOR

Hours:

Lower Essex Street, Digbeth: Flexible, Monday and Thursday

Tenchlee Residential House, Acocks Green: Flexible, Monday-Friday,

Responsible to: Volunteer Co-ordinator and Senior Administrator

Duties and responsibilities:

- Ø To act as a first point of contact
- Ø To deliver good customer service and remain courteous, friendly and professional at all times
- Ø Take phone calls and relay messages for colleagues efficiently and effectively
- Ø To sort out internal and external post
- Ø Data entry and administration such as filing, faxing, photocopying, shredding, compiling and updating information.
- Ø Updating notice board at both sites
- Ø Take room bookings and set up rooms for training events and workshops
- Ø To update notice boards on both sites as and when necessary (Lower Essex Street and Pershore Street)
- Ø Take part in any meetings, training and development opportunities to enhance skills, knowledge and experience relating to the job role
- Ø To take part in any other duties which commensurate with the post

Skills/ Experience/ Knowledge:

- Ø Some IT skills necessary but not essential
- Ø Must be confident
- Ø Friendly and can communicate with people at all levels
- Ø Possess good customer service skills
- Ø Possess good telephone services skills
- Ø Must be highly organised and have good planning and time keeping skills
- Ø Reliable and committed worker



Ground Floor, 18 – 28 Lower Essex Street, Birmingham B5 6SN
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Ø Team player but also should be able to work independently

Training and development

- Ø You will be required to attend further training and development opportunities to update your skills and experience
- Ø You will be provided with on-going support and guidance by an experienced colleague which will enable you to build confidence and experience in this field of work

N.B, please note, the volunteer job role will be revised according to the demands of the business



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