



Volunteer Role Description: Administration

Role: Administrative Volunteer

Location: Margrove Park Heritage Centre, Boosbeck, Saltburn TS12 3BZ

Volunteering Hours: Variable – anytime between 9am and 5pm Monday - Friday (usually regular office hours)

Duration: Ongoing/Project-based

Availability: Our administration team are primarily responsible for volunteering roles in this area, but administrative opportunities can develop in all areas of the Trust's work, so availability can depend on any member of staff and the projects they are working on. The Development Officer will identify administrative opportunities for volunteers through discussions with staff.

Reporting to: Finance Manager/Project Officer

Special Requirements: Any equipment/materials needed will be provided by the Trust.

Skills / Qualifications/Health criteria: Administrative volunteers do not need to have any prior knowledge or experience in working in administration but any qualifications held in this area would be highly valued. All relevant training will be provided. We can support volunteers who may have learning difficulties, although it is important that volunteers can follow simple instructions and this role is likely to involve basic numeracy and literacy skills. Where tasks will involve use of a computer, we do need volunteers to have basic proficiency in IT (being able to do basic word processing and data entry). Where tasks involve dealing with the general public, we expect volunteers to represent the Trust professionally, and to work as part of a team keeping legible notes/records and adhering to all policies and standard procedures.

Personal Qualities: We expect all our volunteers to be enthusiastic, polite and helpful wherever necessary, acting as representatives of the Wildlife Trust. As this role may involve different forms of communication we would like our administrative volunteers to have good interpersonal skills, and the nature of the tasks involve would mean this role would suit someone with good organisational skills too. It is essential that volunteers are able to work on their own initiative as well as part of a team.

Main Duties:

Tasks are varied in this role but can be expected to involve:

- Using Microsoft Office packages

- Typing
- Filing
- Photocopying/Scanning Documents
- Responding to enquiries via email or telephone
- Sending letters
- Putting membership packs together

Potential Risks:

Risks identified under this role are minimal, however volunteers must use office equipment sensibly e.g. do not force paper shredders, and contribute to maintaining a tidy office space and general good housekeeping (not leaving any obstructions or spillages which can lead to accidents). We have fully trained first aiders, first aid boxes, accident recording procedures and a health and safety policy which is available for all volunteers to read in the administration office or can be sent electronically.

Other Notes:

Administration volunteering may be ongoing or temporary according to project/Trust requirements so potential volunteers need to bear in mind that this role is flexible. We are also a small charity so therefore we ask that all volunteers are particularly mindful of waste, taking care and making efficient use of office supplies and machinery.