

## Office Administration Volunteer

**Supported by:** Branch Manager and Office Administrator

### **Role purpose:**

The Alzheimer's Society is a registered charity with over 250 branches and support groups. Each branch needs effective administration if it is to operate professionally and provide quality services to people with dementia and their carers. The Society is growing rapidly and volunteers are needed to help with office administration during normal office hours. This **could** include:

- Help with general office tasks such as answering the telephone, receiving visitors, filing, faxing, photocopying and processing incoming and outgoing mail
- Assisting with mailings to members, volunteers and other branch contacts such as health professionals
- Arranging appointments
- Helping with the production of the branch newsletter
- Sending out information packs.

### **Tasks and responsibilities:**

- To assist with general office tasks as mutually agreed
- To handle telephone calls in a timely and polite manner
- To receive branch visitors, informing relevant volunteers or staff of their arrival
- To ensure tasks are completed on time or referred to the relevant colleague where difficulties arise
- To use basic computer packages where this becomes a necessary part of the role
- To handle cash donations in accordance with Society rules
- To impart a professional image whether contact is by phone, in writing or face to face
- To volunteer as part of a committed branch team, dedicated to improving the services for people with dementia and their carers
- To understand and follow good health and safety practices at all times
- To develop a basic understanding of Alzheimer's Society activities so that questions and enquiries can be handled well
- To attend basic training and other support workshops as necessary

- To uphold the Society Rules and Branch Guidelines, and other policies such as the equal opportunities policy and inclusion policy.

**Skills and experience:**

No special qualifications or experience are needed, as training and support is provided. The following points, however, are important:

- An interest in volunteering within a busy office environment
- A polite and courteous nature
- The ability to volunteer as part of a team of people from different backgrounds
- The ability to follow cash handling procedures in accordance with Society rules and expectations
- A commitment to equal opportunities, treating all individuals with respect
- An understanding of, and commitment to, confidentiality
- A willingness to complete basic paperwork, requiring good written skills and attention to detail
- Where necessary, basic computer skills using standard software packages
- Reliability, punctuality and the ability to meet agreed deadlines
- The ability to move and lift items safely, with assistance where necessary (e.g. stationery items)
- A commitment to the Society's values and a willingness to develop a basic knowledge of the effects of dementia
- To understand that, for our younger volunteers, parental consent is required and time restrictions will apply.

**Time commitment:**

- This role is flexible. Volunteers help us at any point during normal office hours. This could be half a day a week, or longer, depending on availability and interest, however, an agreed day and time may be required by the Branch

**NB Volunteers are required to inform the Branch if they are unable to attend any of their sessions**

**Society's commitment:**

- To provide initial guidance and induction to the role
- To provide ongoing support and training

- To provide regular information regarding the activities of the branch and the wider Society, including further opportunities for volunteering
- To reimburse agreed expenses in accordance with Society policy.

**NB All tasks undertaken to be agreed on by the Branch Manager and the Office Administrator prior to all tasks being commenced.**