



## **Organisational Administrative Office Support**

To provide a high standard of backroom administrative and office support within the organisation - including assisting the Chief Executive Officer when required. The role will contribute greatly in enabling the organisation to run efficiently from an administrative and organisational standpoint. You will be active within Disability Solutions liaising with all departments, services, staff and volunteers as well as external bodies and organisations.

### **Main Tasks**

- Archive Filing – Maintain case sheet filing system in preparation for archive
- Client Feedback – Monitor feedback received for statistical purposes
- Maintain an up to date staff and volunteer “leave planner”
- Using various forms of communication – Phone, email.
- Collate various information (electronically and hard copy) as, when required
- Mailshot distribution to corporate businesses
- Prepare and type letters
- Manage office supplies, inventory and requisition
- Monitor postage and record when necessary
- Other administrative tasks as agreed with volunteer

### **Skills needed for role**

For this role, we require motivated individuals with excellent organisational, written and verbal skills who are detailed oriented.

Knowledge of Microsoft Word, Outlook and Excel to intermediate level is highly advantageous. However, training can be provided.

A high standard of customer care and empathy is necessary along with a good standard of spoken English.

## **Volunteer – Organisational Office Support**

<b>Monies</b>	Volunteers are not paid for their time, but travel and any additional agreed out of pocket expenses are claimable. Volunteers can receive an expenses form from the Volunteer Coordinator. BACS transfer method is the preferred choice so you will need to provide bank details. If this is not possible, please speak to the Volunteer Coordinator.
<b>Insurance</b>	All volunteers are covered by our own Public Liability insurance whilst on premises. When Volunteering off site you will still be covered by Public Liability either by Disability Solutions or a third parties' policy.
<b>Hours</b>	This role requires a minimum of 2 hours per week. <b>Note:</b> If you are in receipt of certain benefits and are worried about how these will be affected by Volunteering it is advisable to speak to either your local benefits office or our Volunteer Coordinator.
<b>Holidays</b>	Notice of any holidays that will affect your normal volunteer hours can be given verbally or ideally in writing to the Volunteer Coordinator – With as much advance notice as possible to help plan cover.
<b>Sickness</b>	Notification to Volunteer Coordinator and Department (your role) Manager as soon as possible in order to arrange cover. If a period of absence extends beyond 6 weeks, re-training or back to work interview may sometimes be necessary
<b>Base location</b>	Our main office for Disability Solutions is situated within The North Staffordshire Medical Institute, Hartshill Road, Hartshill, Stoke on Trent ST4 7NY. Some volunteer opportunities will involve roles out of office within North Staffordshire, Newcastle under Lyme and Moorlands.
<b>Responsible to</b>	Volunteer Coordinator