



## **Admin Volunteer Job Description & Person Specification**

**Responsible to:** Office Manager

**Working hours:** One day or 2 half-days per week

### **Key tasks and responsibilities**

#### **1. Administration**

- 1.1 To provide a front-of-house reception service, dealing sensitively and efficiently with all contacts in person, by email, letter and phone.
- 1.2 To assist in organising activities/events/meetings with particular responsibility for all the administration related to All-In, Brigstowe's peer support group for people living with HIV (you will be given training on this).
- 1.3 To provide administrative support to the Office Manager.
- 1.4 To provide occasional administrative support to other staff.

#### **2. General**

- 2.1 To be a good team player and work constructively with colleagues in all aspects of your work.
- 2.2 At all times to carry out responsibilities within the framework of Brigstowe's policies and procedures.
- 2.3 To participate in training and development in order to carry out tasks in the most effective manner.
- 2.4 To take responsibility for ensuring your own safety and not endangering that of others in line with statutory and organisation requirements.

## **Person Specification**

### **Skills:**

1. IT skills, with knowledge of Microsoft Office programmes, especially Excel and Word.
2. Numeracy, written and verbal communication skills.
3. Excellent organisational skills.
4. Excellent interpersonal and customer service skills in dealing with a range of people from different backgrounds.
5. Awareness of issues that affect people with complex needs and an understanding of the importance of confidentiality.
6. A commitment to Brigstowe's objectives and values.