

VOLUNTEER ROLE TITLE: ADMINISTRATION ASISSTANT

TITLE: Administration Assistant
REPORTS TO: Service Staff, Office Manager & Volunteer Coordinator
PLACEMENT: Torfaen and Blaenau Gwent Mind
BASED AT: Wellbeing Centre (Pontypool) / Phoenix Project (Brynmaur)

MAIN PURPOSE OF THE POST

To assist with day-to-day administration office tasks to ensure the smooth running of the service.

PRINCIPAL RESPONSIBILITIES

1. Use Microsoft Word, Outlook and Excel to collate information and update spreadsheets/databases/diaries...
2. Typing letters, reports and minutes of meetings
3. Establishing files and maintaining administrative filing systems.
4. Dealing with routine callers, telephone enquiries, taking messages, booking meetings/appointments and attend meetings to take minutes.
5. Maintaining and restocking office/building supplies
6. Using office equipment such as printers, photocopiers and laminators.
7. To contribute to the protection of individuals from abuse.

OTHER FEATURES OF THE POST

1. To ensure health and safety requirements are maintained.
2. To build a rapport with people who access Torfaen and Blaenau Gwent Mind services whilst maintaining appropriate professional boundaries.
3. To communicate and liaise with other volunteers, staff and line manager and report if any issues arise.
4. To participate in support/information/Full staff meetings/Team Meetings/one to one supervision sessions.
5. Attend relevant courses/workshops/mandatory training in order to enhance and encourage personal development.
6. To promote a positive image of mental health and Torfaen and Blaenau Gwent Mind to other agencies and the general public.
7. To work alongside and as part of a team.
8. Occasionally and dependant on service development, you may be called upon to take on other tasks which may involve a change of venue.
9. You may be expected to become involved with and help organise activities and events. You will be expected to encourage the participation of members and work along-side other volunteers in all stages of this process.
10. To be a positive role model.

ROLE/PERSON SPECIFICATION

ESSENTIAL

Understanding, Knowledge and Attitude

- A friendly and approachable.
- An understanding of equal opportunities.
- An understanding of confidentiality.
- Maintain clear and accurate records.
- Conscientious and reliable.
- A willingness to be flexible.

Skills and Experience

- Good interpersonal skills, with the ability to build and maintain relationships.
- An organised approach and excellent time management skills.
- A good level of English spelling and grammar.
- Accuracy and attention to detail.
- Ability to stay calm and in-control in challenging situations.
- Basic IT skills; Word, Outlook, typing...
- Be committed to the provision of a high quality service.
- Experience of working as part of a team.
- Good problem solving skills.
- Ability to prioritise workload and to use your own initiative.
- Experience of liaising with other agencies and professionals.

DESIRABLE:

- Previous office administration experience.
- Basic first aid.
- Previous experience of working in a community setting.
- An understanding of mental health issues and the needs of people with mental health problems or vulnerable adults.

Other Requirements:

- The post holder will be expected to attend any appropriate training courses and conferences which could mean nights away from home.
- **Time commitment:** We require a minimum of 6 months.
Hours/Days to be discussed as based on availability and need.
Mon – Fri and occasional weekends 9am-5pm
- **Location to be Confirmed:** Wellbeing Centre (Pontypool) / Phoenix Project (Brynmaur)
- **Age Requirement:** None
- **Dress Code:** Smart Casual
- **References:** One reference required
- **Police check:** Due to volunteering in close proximity with vulnerable adults/children, an enhanced disclosure barring service check will be required.

Benefits:

1. Development of team and leadership skills.
2. Access to training to further personal development.
3. Meeting a challenge.
4. Personal self development and satisfaction.
5. Pathways to further employment.
6. Experience of working in mental health.
7. Improvement/Development of communication and social skills.
8. Out of pocket expenses will be reimbursed.
9. Lunch if volunteering all day.
10. Access to a reward system.