

## Admin Volunteer

Name of the service	Leicestershire services
Name of Manager	
Name of volunteer post Supervisor	
Preferred hours per week/time commitment	4 hours per week
About the service	Our 17 services across Leicestershire support adults with mental health needs and learning disabilities to promote independent living.
Purpose of the role	<p>As an admin volunteer you will be supporting our team with a range of administrative tasks and acting as a first point of contact for individuals accessing our service, helping to create a welcoming and relaxed atmosphere.</p> <p>Your role will largely involve welcoming individuals into the service, dealing with telephone enquiries, updating records and carrying out general admin duties. Full training will be given to help you in your role.</p> <p>To support you in your role you will be given an induction and regular supervision with an assigned volunteer supervisor.</p>
Volunteer duties	<ul style="list-style-type: none"> <li>• To welcome individuals into the service and complete necessary sign in procedures</li> <li>• To listen non-judgementally to individuals and offer advice and signposting as appropriate</li> <li>• To carry out general admin duties, including answering telephone calls, photocopying, sending letters/emails and ensuring the space remains well organised</li> <li>• To offer light refreshments and create a relaxing atmosphere</li> </ul>

Qualities Required	Essential or Desirable?
Ability to follow written and verbal instructions	Essential
Good communication skills	Essential
Punctual and reliable	Essential
Previous experience of working with / knowledge of supporting adults with support needs	Desirable
Previous experience of working in customer service (or other experience related to the position)	Desirable