

**Volunteer Role Description**

<b>Volunteer Role Title:</b>	Administration Volunteer
<b>Location:</b>	55-57 Bell Green Road Courthouse Green Coventry CV6 7GQ
<b>Accountable to:</b>	Administrator/Receptionist
<b>Expectations:</b>	<b>Hours:</b> Flexible to be agreed. <b>Length of Service:</b> Minimum of six months commitment before we are able to provide feedback and/or references
<b>Responsibilities &amp; Tasks:</b>	<ul style="list-style-type: none"> <li>• Assist with the document managing system (archiving) by helping to make sure it is up to date.</li> <li>• Assisted with answering phone calls, enquiries, taking and communicating messages – sending emails.</li> <li>• Assist with general administration as and when needed including dealing with internal and external post, purchase order numbers, providing basic IT support for (such as the Microsoft office package.)</li> <li>• Being part of the admin team and represent Valley House when it comes to being the first point of contact.</li> </ul>
<b>Skills &amp; Qualities</b>	<ul style="list-style-type: none"> <li>• Confident telephone Manner.</li> <li>• Verbal and written communication skills (such as letter writing/emails)</li> <li>• Good team player</li> <li>• Keyboard skills</li> </ul>
<b>Training &amp; Support</b>	Valley House offers an extensive training package with the regular support from your mentor.
<b>Expenses:</b>	Reasonable travel expenses will be reimbursed subject to prior approval.
<b>Benefits of Volunteering:</b>	<ul style="list-style-type: none"> <li>• Skill Progress</li> <li>• Learning and training</li> <li>• Support and Development</li> <li>• We can provide a reference (after six months of volunteering)</li> </ul>
<b>Volunteering Responsibilities:</b>	<ul style="list-style-type: none"> <li>• Help Valley House ensures service users are at the heart of all we do.</li> <li>• Follow our policies, procedures and standards including Equality and Diversity, Safeguarding and Health and Safety.</li> <li>• Meet any agreed time commitments and try to give reasonable notice if these commitments cannot be filled.</li> <li>• Act as an ambassador for Valley House.</li> </ul>