



12 Quay Street, Haverfordwest, Pembrokeshire, SA61 1BG

## Volunteer Role Description

|  |   |
|--|---|
| <b>Role title:</b> Admin Assistant Volunteer   |   |
| <b>Main purpose of role:</b> To support back office and admin duties during opening hours. |   |
| <b>Department:</b> Administration  | <b>Location:</b> HaverHub HQ, The Old Post Office, Quay Street, Haverfordwest |
| <b>Position reports to:</b> Administration Manager   | <b>Position is responsible for:</b> N/A                                       |

### Main duties

- To assist with answering emails, telephone calls, enquiries, and passing them on to the relevant team member.
- Update rotas, information displays, bookings, lists and signage as required,
- To assist with typing minutes, letters, booking confirmations and other documentation as needed.
- To help with maintaining filing systems.
- Assist with general office activities such as taking deliveries, post, processing purchases and so on.
- To maintain high standards in the office area, ensuring it is presentable and tidy at all times.

**Volunteers will be given flexibility over the tasks detailed above, and the role can be tailored to suit the experience of the individual. Additional tasks can be identified depending on skills and interests.**

**Last updated:** 25/03/2021

**Date of next review:** 25/04/2021

## Person Specification

**Role Title:** Admin Assistant Volunteer

**Department:** Administration

The below person specification is purely a guide for the qualifications, experience and skills that would be beneficial for the voluntary role available. Training will be provided where needed.

| Factor  | Essential | Desirable |
|---|-----------|-----------|
| <b>Qualifications</b>   |           |           |
| ▪ Reading and writing skills  | ✓         |           |
| <b>Relevant experience</b>  |           |           |
| ▪ Working well within a team.                                       | ✓         |           |
| ▪ Use of IT equipment and software                                  |           | ✓         |
| ▪ Excellent customer service  |           | ✓         |
| ▪ Dealing with customers face-to-face, over the phone and via email |           | ✓         |
| ▪ Hands on experience with office equipment (e.g. photocopier)      |           | ✓         |
| <b>Aptitude, skills and abilities</b>                               |           |           |
| ▪ Knowledge of Microsoft Office                                     |           | ✓         |
| ▪ Good numeracy and literacy skills                                 | ✓         |           |
| ▪ Aware of when to seek help and advice                             | ✓         |           |
| ▪ Support and ensure that COVID-19 safety measures are adhered to   | ✓         |           |
| <b>Personal attributes</b>  |           |           |
| ▪ Passionate about making a difference                              | ✓         |           |
| ▪ Commitment to HaverHub values                                     | ✓         |           |
| ▪ Welsh speaker   |           | ✓         |

**Please contact us if you would like to have an informal conversation, if have any questions or if would like to arrange a visit.**

**We welcome correspondence in English or Welsh.**

**Name:** James Cordell

**Title:** Volunteer Coordinator

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