

Volunteer Role Description

Administrative Assistant

Role Summary

Job title	Volunteer Administrative Assistant
Department	Chief Executive's Office
Location	Remote
Grade and salary	Voluntary/Non-remunerated, expenses paid
Hours	<i>Approx. 2-3 hours per week</i>
Reporting to	Chief Executive
Vacancy reference	AUK-0003

About the role

We are looking for a responsible Administrative Assistant to perform a variety of administrative and clerical tasks. Duties of the Administrative Assistant include providing support to our managers and volunteers, assisting in daily office needs and managing the charity's general administrative activities.

Responsibilities

- Responding to emails from volunteers, service users, and the wider community.
- Returning calls left on the charity's voicemail promptly.
- Managing schedules of senior managers efficiently.
- Assist in the preparation of regularly scheduled reports
- Organising meetings, setting agendas, and taking minutes
- Scanning, filing, and photocopying, when necessary
- Ad-hoc research and marketing projects
- Handling volunteer applications and requesting references
- Maintaining a database of volunteers

Who we are

ALBOS UK is a youth-led registered charity working to support and empower young people to engage with decision makers to improve the quality of support services available to them.

Our charity runs outreach projects, forums to gather young people's views and programmes to help integrate youth voice into service design and provision. All our projects and activities facilitate collaboration between young people and decision makers, driving systemic improvements in support systems across the UK.

We want to help young people to have a say in decisions that affect them. We firmly believe in the power of collaboration, advocacy, and youth voice's potential to create a brighter future for mental health and that is why all our projects, and our board of trustees are led by young people!

For more information, please visit www.albos.org.uk/about-us.

Our 'ALBOS' Values

- **ACCESSIBILITY** - we will provide fair and open access to volunteer opportunities and support services for our communities.
- **LEADERSHIP** - we will motivate ourselves and each other to meet our aims and support our communities
- **BELONGING** - we will create and foster an inclusive culture of support for everyone at the charity.
- **OPEN MINDED** - We will take on board other people's ideas to ensure we meet our aims.
- **SELFLESSNESS** - We will act with less concern for ourselves and more for the success of the charity and our mission as a whole.

About You

We're looking for an enthusiastic and friendly volunteer with experience in administration/HR. Experience is not always the largest factor during our selection process and we are committed in providing opportunities to young people to help them get into higher education and employment.

Selection Criteria

Essential selection criteria

- Good organisational and communication skills
- Punctual and reliable
- Understanding of Safeguarding and Data Protection
- Attention to detail and problem solving
- Excellent time management skills and ability to multi-task and prioritise work

Desirable selection criteria

- Previous administrative or customer service experience is ideal, but not necessary
- Skilled in Microsoft Office and/or Google Workspace
- Level 1 Safeguard trained - can be offered once in role
- Experience of social media and websites

If you would like to expand your skills in administrative work and can commit to volunteering 2–3 hours per week, then we would love to hear from you.

If you would like to have an informal conversation with a member of our team please contact Callum Parr, Chief Executive by emailing Callum.Parr@albos.org.uk.

Interviews will be held as and when suitable applicants apply. Applicants will have to have a DBS check undertaken to perform this role.