

Volunteer Administrative Assistant – Advocacy Service

Organisation: Mind in Enfield and Barnet (Advocacy Service)

Location: Enfield

Hours: Part-time (flexible)

Role Type: Volunteer

Purpose of the Role

To support the Advocacy Service with essential administrative tasks, ensuring referrals are processed efficiently and communication channels are effectively managed.

Key Responsibilities

- Process and log referrals received via the service inbox
- Monitor incoming calls and manage voicemail messages
- Maintain accurate records using Microsoft Excel and Word
- Support advocates with general administrative duties
- Ensure confidentiality when handling sensitive information
- Communicate effectively with team members and external contacts

Skills and Experience

- Proficient in Microsoft Excel and Word
- Good telephone manner and communication skills
- Well organised with strong attention to detail
- Able to work effectively as part of a team
- Ability to manage workload and prioritise tasks

Personal Qualities

- Reliable and punctual
- Friendly and approachable
- Positive and supportive attitude
- Willingness to learn

Benefits

- Gain experience within a mental health advocacy service
- Develop administrative and professional skills
- Work within a supportive team environment
- Make a meaningful contribution to supporting vulnerable individuals