

## Role Summary: Operational Volunteer

The core of this role will be supporting the Operational Lead with tasks associated with the day to day running of the Charity. The duties can be divided between multiple Volunteers.

### JOB ROLE:

**Hours:** 3hrs per week (minimum)

**Days:** Flexible

**Essential:** Time and capacity to commit reliably each week.  
Excellent skills in organisation, communication and time management.  
Very good administrative skills.

**Preferable:** Experience in administrative or secretarial role/tasks.

### SUMMARY OF DUTIES:

- Support the Operational Lead and liaise with all members of the Leadership Team.
- Support with management of the Charity's info@ email account, including responding to general queries and flagging up important or concerning communications to the relevant persons.
- General administrative tasks, as required.
- Information gathering on requested topics (e.g. list of support organisations in an area).
- Updating and monitoring records, documents and databases.
- Liaising with the staff teams (HLOs, Fundraising, Social Media etc) for updates and information.
- Taking notes and sharing action points from team meetings.
- Set up Zoom calls for relevant meetings and send out invites.
- Work collaboratively with other Volunteers and teams.
- Regular catch-up calls with the Operational Lead.
- Immediately flagging anything that may constitute a safeguarding concern or a breach of policies.
- Raising questions and concerns with the Operational Lead, where advice, action, clarification or answers are needed.
- Monitor and use of email account, as well as use of Slack to engage in team chats.
- Act in line with all policies and procedures and uphold the values and ethics of the Charity.