



## Job Description

<b>Job title:</b>	Volunteer Administrator
<b>Hours:</b>	One full day or two half-days per week (on Tuesdays and/or Thursdays)
<b>Commitment:</b>	Minimum commitment of six months
<b>Responsible to:</b>	Executive Assistant and Office and Finance Manager
<b>Location:</b>	The Old Co-op, 40-42 Chelsea Road, Bristol, BS5 6AF

### Key tasks and responsibilities

#### 1. Administration

- 1.1 To provide a front-of-house reception service, dealing sensitively and efficiently with all contacts in person, by email, letter and over the phone.
- 1.2 Calling clients to gather feedback on our services.
- 1.3 Organising activities/events/meetings with particular responsibility for all the administration related to All-In, Brigstowe's peer support group for people living with HIV (you will be given training on this).
- 1.4 Administrative support to the Executive Assistant and Office and Finance Manager.
- 1.5 Occasional administrative support to other staff.

#### 2. General

- 2.1 To be a good team player and work constructively with colleagues in all aspects of your work.
- 2.2 At all times to carry out responsibilities within the framework of Brigstowe's policies and procedures.
- 2.3 To participate in training and development in order to carry out tasks in the most effective manner.
- 2.4 To take responsibility for ensuring your own safety and not endangering that of others in line with statutory and organisation requirements.

## **Person Specification**

### **Skills:**

1. IT skills, with knowledge of Microsoft Office programmes, especially Excel and Word.
2. Good written communication skills.
3. Good organisational skills.
4. Good interpersonal and customer service skills, and able to communicate kindly with a range of people from different backgrounds.
5. Awareness of issues that affect people with complex needs and an understanding of the importance of confidentiality.
6. A commitment to Brigstowe's objectives and values.