

## Application for the role of Volunteer Office Assistant at Unfold

- Applications close at 5pm on Tuesday 5th May 2026.
- An informal interview will be held during the week of 11th May 2026.
- Start as soon as you are available.
- Ideally 1 or 2 days a week flexible hours Monday to Friday for at least 6 months.
- Located at Unfold's office in Victoria.
- Full training with a friendly and supportive team.
- Travel expenses and £5 towards lunch plus free hot drinks.
- We can provide you with a reference.
- We will invite you to join our volunteer social activities.
- This role is for volunteers over the age of 18.
- An enhanced DBS check is required for this role.

### Your contribution will help positive change

We value everything that our fantastic volunteers do to support positive change for the people we work with. To thank you, we will support you to develop new skills and meet new people through social activities. Unfold offices are in the heart of London in a co-working space alongside other charities, offering networking opportunities if you are interested in charity sector working.

### Role Description

If you are someone who wants to gain administrative experience in an office environment, who would like to gain an insight into the charity sector and can give 7.5 hours or more a week of your time, your support will help Unfold to empower communities in Westminster and the surrounding boroughs to make positive lasting change. As a Volunteer Office Assistant, you will be supported by the Volunteer Experience and Engagement Lead to deliver a successful onboarding process to Unfold Volunteer Mentors.

### About Unfold

Unfold is led by the people it serves and gets them where they want to be. For 35 years, Unfold has been providing support to vulnerable families who are at risk of social exclusion, offering mentoring to women with children and young people in Westminster, Kensington and Chelsea and the neighbouring boroughs. We're a bold, agile and growing organisation, with a friendly, energetic and welcoming team. As an established local charity (previously known as Westminster Befriend a Family), we're powered by volunteers who support young people and families to identify and achieve goals that matter to them.

### Your role

The purpose of your role is to assist Unfold's volunteer applicants in a smooth and timely onboarding experience. The role will provide you with an opportunity to gain or further develop administrative, organisational, Data processing and communication skills in a welcoming and supportive environment, whilst gaining an understanding of the charity sector.

### **What you will be doing**

On a weekly basis you will be supported to carry out the following:

- Send next step emails following mentoring training.
- Adhering to GDPR guidelines, request, track and confirm receipt of references.
- Create volunteer profiles on our online training platform.
- Send DBS application invites and see DBS applications through to completion.
- Communicate updates with the Volunteer Experience and Engagement Lead and share any challenges or concerns regarding the onboarding process.
- Occasional additional admin tasks supporting the delivery teams.

### **Training**

- You will be trained by the Volunteer Experience and Engagement Lead and supported throughout your role in Unfold's systems and processes.
- You are welcome to attend our mentoring training, giving you the opportunity to further understand the needs and lives of the communities your role will help us to serve.

### **About you**

This is a great opportunity to gain experience of working with a charity and develop your existing skills and learn new ones. We need you to get involved and help make positive changes to the lives of families and young people in Westminster.

You will be an individual with the following skills:

- Good organisation and communication both written and verbal.
- Confident with the use of Microsoft Office (excel, outlook).
- Willing to develop skills in the use of our CRM system.
- Committed to working as a team to achieve Unfold's aims.

### **Commitment**

Ideally 7.5 hours weekly, Monday to Friday at Unfold's Office in Victoria, for at least 6 months. More hours are available if you would like to offer more time. The role is flexible and aims to fit around your commitments, you may wish to spread the hours across one or two days.

**Address:** Fivefields, 8-10 Grosvenor Gardens, SW1W 0DH.

### **This role will be subject to**

- Enhanced DBS check, Unfold covers all costs
- Providing two contacts for references

### **How do I Apply?**

Please send your cv along with a covering letter, **no longer than 300 words**, explaining why you would like to volunteer for this role to:

Stas Smagala at [volunteer@unfold.org.uk](mailto:volunteer@unfold.org.uk) or call on 07759511396.