

## WFRC VOLUNTEER ADMINISTRATOR

<b>JOB TITLE</b>	<b>VOLUNTEER OFFICE ADMINISTRATOR</b>	<b>DEPARTMENT</b>	<b>OPERATIONS</b>
<b>RESPONSIBLE TO:</b>	<b>OFFICE / PROJECT MANAGER</b>		

### OVERALL PURPOSE:

#### CONTEXT

The Women & Families Resource Centre (WFRC) is a registered charity based in Wolverhampton which supports, empowers and advocates for women and children. We aim to actively encourage women to be self-reliant, through empowering them to identify their own needs, make their own choices and create their own solutions. We offer a baby bank, a charity shop, youth support services, short term home visits, counselling sessions, Domestic violence groups, Awareness raising workshops & events, amongst various material & emotional support services to help women facing crises or challenging situations.

#### MAIN PURPOSE OF THE JOB:

We are seeking a professional and friendly administrator to join our team. The ideal candidate will be the first point of contact for our clients and visitors, providing exceptional customer service while managing various administrative tasks. This role requires excellent organisational skills and the ability to multitask in a fast-paced environment. Crucial to this role is the ability to take initiative and work independently, maintaining information resources; assisting in the day to day running and to support the development of your designated project.

### KEY ROLES & RESPONSIBILITIES

#### 1. Reception & Customer Service:

- Greet and welcome visitors in a courteous manner, ensuring a positive first impression.
- Answer phone calls with proper phone etiquette, managing and answering enquiries all in a timely manner.
- Manage project appointments, diary management, scheduling & responding to stakeholders' emails in an efficient manner.
- To maintain a welcoming, warm and professional manner when communicating with service users, clients, volunteers, colleagues and other professionals.
- Liaise with and develop positive working relationships with all stakeholders
- Creating an upbeat and welcoming environment for all. Demonstrate flexibility and enthusiasm & working in a team.

#### 2. Administrative Duties:

- Maintenance of Project records, files, systems and databases.
- Processing of orders, invoices, expenses, maintaining all required project records.
- Creation and distribution of internal/external communications and project updates.
- Servicing Board and other Project Meetings including organisation, agenda/ minutes, follow up of actions as required.

- All administrative duties required in organising training/ seminars, events or workshops.
- Ad hoc accounting and administrative duties within the office as required.
- Take part in duty rotas to support Project services and arranging cover for staff as directed.
- Explaining project plans and discussing options with clients or other stakeholders.
- Perform data entry tasks accurately and efficiently, ensuring all information is up to date.
- Handle clerical duties such as filing, photocopying, and scanning documents as needed.

### 3. General:

- Maintain a tidy front desk area, ensuring rooms are prepared for appointments, opening and closing project buildings or facilities.
- Assisting with project marketing, promotions & related project activities.
- Receive guidance & supervision from the Office Manager on a monthly basis or as otherwise directed.
- Promote WFRC and its services via Twitter and Facebook.
- To be responsible for own safety at work and assist in ensuring a safe environment for all staff & volunteers of WFRC.
- Any other duties on behalf of WFRC, which the Office Manager can reasonably expect.

### PERSON SPECIFICATION

- Previous office experience is essential, with a strong background in administrative roles preferred.
- Excellent phone etiquette and interpersonal skills to communicate clearly with clients and colleagues.
- Able to juggle multiple tasks and use own initiative
- Proficient computer skills, including typing speed and accuracy.
- Familiarity with Microsoft Office Suite (Word, Excel, PowerPoint) and Google Workspace applications as well as social media applications.
- Strong organisational skills with the ability to prioritise tasks effectively.
- Ability to multi-task in a fast-paced environment.
- Attention to detail in all aspects of work, particularly in data entry, finances and documentation.
- Compassionate attitude towards client care and a commitment to enhancing their experience.
- High energy and confidence are essential!