

Employer:	Advising Communities (AC)
Responsible to:	Head of Operations
Employments Status:	Volunteer
Hours:	Minimum 8hrs each week
Availability:	(Monday to Friday) flexible to your availability
Duration:	Minimum 3 - 6 months

Role summary

The post holder will provide administrative support to matters relating to operations and projects within Advising Communities. You will be required to maintain effective administrative systems.

Responsibilities

- Follow all administrative procedures relevant to the session you are delivering support on. Ensuring relevant paperwork is completed correctly, details of the support given are up to date, accurate and of the appropriate detail and where relevant added to our case management system.
- To liaise via telephone and email with staff, other volunteers, external contacts and clients
- Assist with the information gathering and sharing about relevant services
- Create, maintain and archive paper and electronic filing systems in accordance with the AC's systems and procedures.
- Providing any other administrative support to ensure smooth running of the charity
- Adhere to AC's policies, working within an equal opportunities and non-discriminatory framework.

Our requirements

- Ability to use a variety of IT packages (Microsoft word, excel, power point and outlook).
- Good communication skills including telephone skills
- Good written skills, articulate with good spelling and grammar
- Experience of organising and maintaining administrative systems
- Willing to work in an office environment at an Administrative capacity
- Enthusiasm for, and a commitment to, working in a team.
- Experience of using initiative in the workplace, and willingness to be proactive
- You must not be a service user of Advising Communities within the last two years

If you would like to apply for the role or require further information, please visit: www.advisingcommunities.uk or call 03000301121