



Volunteer Role Description: Office Administrator Volunteer

Role purpose

To provide administrative support for the work of ASSIST's office.

Tasks

- Processing expenses and welfare payments
- Basic financial record keeping
- Using spreadsheets and databases to keep track of administrative processes
- Producing letters and fliers on the Word equivalent on Google Drive
- Handling queries: visitors, telephone, emails.
- Copying and scanning documents
- Filing and handling post
- Inventorising office equipment and supplies
- Supporting other volunteers in administrative tasks
- Helping maintain the office space

What you need to begin the role

- Understanding of, and willingness to work with, diversity and cultural difference
- Good spoken and written English
- Good IT skills – Excel, Word etc or experience with contact databases
- Good communication skills, ability to proactively ask questions
- Good numeracy skills
- Initiative and problem solving ability
- Good organisational skills and accuracy
- Willingness to learn and develop skills
- Being patient

What you can gain from the role

- The basics about the UK asylum system, and the experiences of people whose asylum claims have been refused.
- Knowledge of Gmail and Google Accounts, Drive etc
- Handling and prioritising a varied workload
- Using the CiviCRM database
- Using office equipment and administrative systems

- How to support a good working environment in a shared office
- Ability to train and support other volunteers
- Skills in answering phone enquiries
- Knowledge of the charity/voluntary sector

Essential Training Provided

- Intro to ASSIST
- Confidentiality and Data Protection
- Civi CRM

Time commitment: One day per week

Volunteering days / time: Weekdays between 9-5pm

Resources: We cover travel expenses and other ad-hoc essential costs related to your volunteer role

Locations: ASSIST Office at Victoria Hall Methodist Church, Norfolk St, Sheffield S1 2JB

ASSIST team: This role is part of the Office team, managed by the Operations Manager and Office Administrator

Any Questions?

If you would like a chat about our roles or have questions, contact Leah, our Volunteer and Community Outreach Coordinator:

☎ 07422655683

✉ volunteer@assistsheffield.org.uk

To apply, head to our website:

<https://www.assistsheffield.org.uk/content/volunteer-us>