

Volunteer Administrator Role

To support Family Action services based in Leicester

How can you help us

We are looking for a voluntary administrative to assist a small team of social workers at Family Action's children's therapeutic service, based at our central office in Leicester. We are looking for a minimum commitment of 3-4 hours per week for a minimum of 6 months or longer.

What's involved

- Carrying out a range of routine tasks, such as photocopying, scanning, filing and shredding etc.
- Answering phone calls and greeting service users and other callers to the office.
- Maintaining a range of office systems.
- Managing incoming and outgoing mail.
- Monitoring stationery and office supplies.
- Recording referrals, outcomes and feedback for each service.
- Volunteers will need to gain an understanding (appropriate to your role) of, and comply with, all relevant Family Action Policies and procedures.

This role would suit people who:

- Previous administrative experience required.
- Excellent written or oral communication skills
- Good IT skills , including Outlook, Word and Excel
- An understanding of safeguarding, and confidentiality
- Volunteers will need to gain an understanding (appropriate to your role) of, and comply with, all relevant Family Action Policies and procedures

Training and support you will receive as a volunteer

- Access to our standard e-learning package, giving you a great basic introduction to topics such as Safeguarding and Equality and Diversity.
- Face-to-face training to ensure that you are fully equipped with the knowledge and skills needed for this role.
- Regular meetings with your supervisor to discuss any challenges you are facing, and celebrate your progress in the role.
- Ongoing support from your supervisor and the wider team.



We are forward looking, ambitious with a commitment to continuous improvement. We are a people focused, can-do organization, which strives for excellence in all we do and operate with mutual respect. If you share these values and behaviours and have the necessary skills then we look forward to hearing from you.

For an application pack and further information visit www.family-action.org.uk/workingwithus

If you would like to discuss this role further please call Joy Russell on 07823412000

Please email completed applications to: leicester@family-action.org.uk

Closing date: 21st December 2018. Interview date: TBA

Appointments are subject to Family Action receiving an enhanced disclosure from the Disclosure and Barring Service that we consider acceptable.