Role Description - Admin Volunteer

Responsible to: Department Manager
Voluntary Service

To work with: Department staff

Hours/ Days: 4 hour shift, one day a week (Monday - Friday)

Location: Based in The Royal London Hospital

Purpose of the role
The purpose of the role is to give administration and clerical assistance either within Voluntary Services or on a ward/department, under the guidance of the manager or volunteer co-ordinator.

Main tasks

- Filing and help with mail shots
- Take telephone messages
- Help update databases
- Run errands to other departments
- To assist with events
- Help put information in envelopes ready for posting
- Help with general clerical tasks
- Give general help with liaising between departments
- Help compile surveys for monitoring
- Carry out small amounts of photocopying to keep general information for departments customers stocked up

Skills attributes and experience

- Has excellent working knowledge of all Microsoft packages
- Has a friendly telephone manner and is welcoming and efficient
- Willing and able to communicate with staff and volunteers
- Able to demonstrate good customer care
- Understands and adheres to the confidentiality policy
- Able to work on their own initiative as well as work alongside their team

Last Updated 23/01/2013