

Volunteer Role Description

Role Title: Admin Support (unpaid volunteer role)
Responsible to: Caroline Bischoff
Responsible for: N/A
Location: Parkfield Children Centre, NW4 3PS
The Hyde Children Centre, NW9 7EY

ROLE BACKGROUND:

- The Locality Administration Officer provides support to the Locality Business and Resource Manager, carrying out administrative, financial, data and governance infrastructure duties across an early years' geographical locality to ensure effective outcomes for young children and their families. This volunteer role supports this post.

MAIN OBJECTIVES:

- To provide an efficient and effective reception service ensuring that it maintains a caring, friendly, sensitive and welcoming environment for families, visitors, staff and volunteers whether face to face or by telephone.

KEY TASKS & RESPONSIBILITIES:

- Supporting the Children Centre team in a range of general administrative duties
- Update client monitoring spread sheet
- Book appointments and co-ordinate staff diaries
- Photocopying
- Answering the telephone, making routine calls and taking messages
- Taking minutes

OTHER RESPONSIBILITIES

- Undertake any other related responsibilities commensurate with the evolving objectives of the role and the evolution of the service, as may reasonably be requested by the Early Years Locality Manager
- Work with due regard for organisation's core values and objectives
- Ensure the effective implementation of and adherence to, the Trust's Diversity, Equal Opportunities and Health and Safety policies and procedures

PERSONAL AND PROFESSIONAL DEVELOPMENT

- Identify learning and development needs with line manager and evaluate T&D to demonstrate performance needs have been met.
- Share best practice and achievements, and actively seek opportunities to present outcomes and case studies.
- Contribute to the learning of others across the organisation by sharing knowledge and skills both informally and formally by participating in the trust's training and development programme.

Person Specification

Note to Applicant: When completing your application form you should demonstrate/evidence the extent to which you have the necessary education, experience, knowledge and skills identified as required by the application criteria for the post.

(NB: Where items appear which have not been deemed Essential, you should assume they have been considered Desirable).

Role Name: Volunteer Role								
Role Factors	Criteria No	Person Specification Criteria	Ranking	Criteria to be tested by the following documents and/or activities				
			E = Essential D = Desirable	Application Form	Interview	Presentation	Practical Exercise Test	Work Simulation Test
Education, Qualifications & Experience	1		E	✓				✓
	2		E	✓	✓			
Competencies	3	Good written, communication and administrative skills	E	✓	✓			
	4	Good organisational skills/ability to multi-task	E	✓	✓			
	5	Experience of working in a team	E	✓	✓			
	6	Good interpersonal skills	E	✓	✓			
	7	Understanding the importance of confidentiality	E	✓	✓			
	8	Able to work independently	E	✓	✓			
	9		E					
	10		E					
	11		E					
	12		E					
	13		E					

Appointment to this role is subject to an enhanced records check through the Disclosure and Barring Service (DBS).