



advice and support for older age
**Independent
Age**

Role title: Local Office Administrative Volunteer

Overall purpose of the role:

The Local Office Administrative Volunteer's role provides some administrative support to the Independent Age Wellbeing team by supporting staff and volunteers to provide an effective service to older people, and to help with the smooth running of the local Independent Age office.

This role may include answering telephone calls, preparing packs for events, booking meeting rooms, sending out correspondence, and other general office duties such as photocopying and filing.

The role is varied and can be adapted both to suit the time that the Administrative Volunteer is able to give to the role and their interests and skills.

Key Responsibilities

- Offer support with any administrative tasks around the office
- Overall support in meetings and presentations, including organising delegate packs
- Answer calls to the office
- Computer and database work, including entering and updating data
- Manage the use of promotional material
- Help to set up local meetings and speaker requirements
- To help in other overall administrative tasks as needed in the office
- Keeping in regular contact with your Independent Age contact
- To complete Independent's Age reporting and expenses requirements in a timely manner
- Completing the required core and ongoing training
- To be available for regular support and supervision sessions
- To report any concerns to your Independent Age contact in line with Independent Age's safeguarding procedures
- To attend at least one volunteer networking event a year
- Represent the charity well to the wider public
- Agree to read and abide by Independent Age's policies and procedures including but not restricted to, safeguarding, lone working and boundaries guidance

Person Specification – Skills, Abilities and Attitude

- Experience of basic office admin
- Help to set up local meetings and speaker requirements
- To have a friendly, professional and welcoming manner
- Have a keen interest in older people and the issues of later life
- Have good oral and written communication skills
- Have good attention to detail
- To be able to work as part of a team
- Be reliable, consistent and dependable
- Be patient, empathetic and non-judgemental
- Good computer skills of Office and Outlook programs
- An ability to recognise the boundaries of the volunteering role

Independent Age is the operating name for the Royal United Kingdom Beneficent Association, registered charity number 210729

- Ability to work independently but know when to seek advice or report concerns

Role Duration and Commitment

We encourage volunteers to commit for a minimum period of 1 year, to make full use of the training and support offered. This role is flexible and the work will be agreed with your Independent Age contact. Volunteering will take place during working hours.

Induction and training

All volunteers will receive an induction into Independent Age's culture and values, Safeguarding, Lone Working, Data Protection and role specific training for the Administrative Volunteer role.

What we ask of you

We ask all volunteers to confirm in writing that you have read and will adhere to the relevant policies and procedures as outlined in our Volunteer Handbook.

Independent Age's service users are older people but we welcome all volunteers (18+) who bring a mature attitude.

You will need:

- To be able to commute to an office location

Benefits of volunteering with Independent Age

- Enhancing the lives of older people
- Meeting and working with new people
- The opportunity to develop new skills and interests
- Full support and training
- Feeling part of a worthwhile charity
- The opportunity to access other volunteering roles
- Annual volunteer events
- References

Expenses

Receipted 'out of pocket' expenses including phone calls made in the course of your volunteering will be paid in accordance with Independent Age Volunteer Expenses Policy.

Independent Age contact

Email volunteer.recruitment@independentage.org or telephone 020 7605 4255