

## **Administrative Support Assistant (Volunteering Admin)**

**Harlington Hospice, Michael Sobell House, Mount Vernon Hospital, Northwood**

Harlington Hospice is a community hospice working throughout the London Borough of Hillingdon. We support those in our community living with serious or terminal illness to live each of their days in their own way, to the fullest. We also support their families with bereavement and loss. Since January 2020, Harlington Hospice also holds the contract for the care provided within the Michael Sobell Hospice building at Mount Vernon Hospital.

Our volunteers bring a unique insight and diverse set of skills. They bring immeasurable value to us, the patients we support and the wider community. We are looking for an enthusiastic, committed individual who can demonstrate a wide range of administrative and clerical skills and show initiative to assist us with admin tasks within our volunteer management team.

**Main purpose of the role:** To provide the Office Manager with administration support to achieve successful volunteer project delivery, mainly to redraw the Volunteer Handbook and update the Volunteer website page.

**Commitment required:**

- A minimum of 1 x 4-hour shift per week, flexibility on days preferred, arranged with the office manager.
- Duties to be carried out from the office in Northwood.
- Between the hours of 8am – 4pm, Monday-Friday.

**Reporting to:** Debbie Potter, Service Manager, Michael Sobell Hospice.

**Benefits for you:** Build and develop new skills and gain new relationships with an amazing team of staff, committed and passionate in delivering the best specialist palliative care service to patients in our care.

**Role responsibilities:**

- Support Office Manager to update and redraft the Volunteer Handbook.
- Support Office Manager with updating the Volunteering website page.

**Skills required:**

- Microsoft applications.
- Graphic design and programming skills (website).
- Content creation skills.
- Visual design principles.
- An understanding of response design (website) to ensure the design functions well on all devices.

**Attributes required:**

- Attention to detail.
- Willingness to learn.
- Methodical.
- Reliable.

**Dress code:**

Appropriate dress for the role, or uniform where required, to reflect the professional image of the Hospice. Sensible non-slip footwear should be worn. A volunteer badge must be worn.

**Training and support given:**

Full training will be given to understand our processes. Mandatory training is essential and will need to be undertaken in all relevant modules.

- One to one training and induction with continued support of the office manager.
- On site IT support team.
- Harlington Hospice Induction Programme.
- Online mandatory training including GDPR, Health and Safety, Fire.
- Run through of the administration processes.
- Volunteer training booklet.
- Hospice regular newsletter.

**Extra Information:**

There will be free parking whilst you are volunteering. Tea and coffee will be provided. There is a coffee shop and a restaurant on the hospital site. Travel expenses can not be claimed for this role. A DBS is not required for this role. You can request an informal conversation about this role with a member of staff prior to applying. Please contact us as below and we can arrange this.

**To apply for this role:**

1. Visit [www.h4all.org.uk](http://www.h4all.org.uk) and download or print an application form OR Email [volunteerhub@h4all.org.uk](mailto:volunteerhub@h4all.org.uk) to request an application form to be sent to you by email or post. There will be additional paperwork to complete with Harlington Hospice.
2. Send your completed form by email to [volunteerhub@h4all.org.uk](mailto:volunteerhub@h4all.org.uk) OR post to H4ALL, Volunteer Development Team, Key House, Yiewsley, UB7 9BQ.
3. Call 01895-676-111 to speak to a member of the H4ALL volunteering team in person.