RSPCA Retail Administration Volunteer, Eastcote

We're looking for a reliable and organised volunteer to provide regular administrative support to our Retail team from our office in Eastcote. This is a practical role that will help us keep our shop records, Gift Aid information, volunteer records and weekly reporting up to date.

You'll have a regular set of tasks each week, alongside some additional jobs that are completed monthly.

What you'll be doing

Depending on what's needed, your weekly tasks may include:

- transferring shop sales figures from our main report into individual shop spreadsheets
- checking weekly takings sheets and identifying any variances over or under £5
- checking that shop Health & Safety checklists have been completed and producing a list of any missing checks
- scanning and filing shop paperwork, including volunteer application forms and induction documents
- checking and scanning Gift Aid Declaration forms
- contacting Gift Aid donors where we are missing an email address
- using Assemble, our volunteer management system, to check whether volunteer training and required checks have been completed
- running volunteer reports when requested

There are also some monthly tasks, including:

- running Gift Aid donor and sales reports and updating shop spreadsheets with the figures
- carrying out a stocktake of supplies used by our shops
- placing agreed orders for shop supplies
- submitting shop meter readings to utility suppliers
- running sales and other reports from our retail system

You won't necessarily do every task every week, and we'll provide training on the systems and processes you need to use.

Is this you?

You don't need formal qualifications or charity experience. What matters most is that you are:

- reliable and able to commit to a regular morning or afternoon each week
- organised and comfortable working through a regular list of tasks
- accurate and able to spot when figures or information don't look right
- confident using a computer and learning different systems
- comfortable using spreadsheets, email and online systems
- able to handle personal and confidential information appropriately
- happy to ask questions when something isn't clear

It would be a bonus if you have:

- previous office, administration or retail administration experience
- a good working knowledge of Excel or Google Sheets
- experience of entering information accurately into spreadsheets or databases

What you'll get from us:

- A full induction and training for the role
- Training on our retail, Gift Aid and volunteer systems
- A clear list of regular tasks and a named member of staff to support you
- The opportunity to develop your administrative and digital skills
- The chance to make a practical contribution to our shops and help support animal welfare in your local community
- Agreed expenses
- References available after a reasonable period of volunteering
- Social events

Time commitment:

We're looking for someone who can volunteer for one regular morning or afternoon each week, based at our Eastcote office.

The exact day and hours can be agreed with you. Because there is some training involved and we'd like you to become familiar with our systems, we'd ideally like someone who can stay with us for six months or more, although we can discuss this with you.

Recap / other information:

- We're looking for people aged 18 years or over
- We require a commitment of one regular morning or afternoon per week for a minimum of 6 months
- This role is based in Eastcote
- A reference can be requested after a reasonable length of continuous volunteering
- A DBS check is not required
- Travel expenses can be claimed for this role
- RSPCA voluntary roles are subject to an informal interview with the RSPCA and a trial period. You may need to sign an agreement

How to apply:

1. Visit volunteering | Volunteer Hub | H4ALL and download or print an application form OR Email volunteerhub@h4all.org.uk to request an application form to be sent to you by email or post.
2. Send your completed form by email to 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.