

## Office Admin Volunteer Role Description

Carers Trust Hillingdon was established in 1995 and is the leading provider of advice and support to unpaid family carers from the age of 5 years and upwards who live or care for someone in the London Borough of Hillingdon.

### **Main purpose of role**

To provide administrative support to the Carers Trust Hillingdon Team

### **Availability**

The commitment is a minimum of 3 hours per week during core office hours (9am – 5pm)

### **Location**

Carers Trust Hillingdon's Offices, 126 High Street, Uxbridge, Middlesex. UB8 1JT

### **Key responsibilities**

- Answering external telephone calls
- Reception cover in the advice centre
- General office filing
- Preparing new carer packs
- Issuing new carer packs for new referrals
- Telephone ring rounds
- Assisting with the upkeep of advice centre leaflets
- Assisting Administrator with typing documents
- Supporting Wellbeing Worker at outreach events
- Support at Carers events i.e. Fair, Conference, AGM
- Photocopying
- Franking post/taking post to the post office
- Laminating
- Recording new carers on database
- Adhere to policies and procedures, in particular confidentiality and safeguarding

### **Specialist skills/training/knowledge**

- Good IT skills
- Good communication and interpersonal skills
- The ability to engage with people in a positive and friendly way
- Kind and calm approach
- Show high standards of professional behaviour and appearance

### **Please note:**

- All successful applicants will be required to complete a DBS criminal record check.

- **To apply for this role:**
- 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. • Email your completed form to [volunteerhub@h4all.org.uk](mailto:volunteerhub@h4all.org.uk)
- OR Post your completed form to H4ALL, Volunteer Development Team, Key House, Yiewsley, UB7 9BQ. • Call 07395 282825 to speak to a member of the volunteering team