

## **Volunteer Office Assistant - Role Description**

**About us:** Future Projects is a registered charity, which provides a free information service. Formed in 2002 we offer information and advice to individuals on all aspects of daily living, including Housing, Welfare Rights and Benefits. Our service is confidential and can be accessed by telephone, letter, email or personal visit to our fully accessible office.

**Purpose:** to support the Baseline team by welcoming visitors to the centre, directing them to the right person, and supporting with office tasks

**Location:** Baseline, 65 – 67 Knowland Grove, Norwich, NR5 8YD

**Hours:** Between the opening hours of 9am - 2pm Monday to Friday

### **Duties and Responsibilities:**

- Creating a warm and welcoming environment in the centre and greeting/directing visitors
- Triaging visitors and directing them to the appropriate service/person
- Answering and responding to telephone queries
- Maintaining a log of all calls, visits, and queries at the centre
- Providing basic office admin support to Support Workers, including but not limited to:
  - Printing and copying
  - Ensuring consumables are stocked
  - Making refreshments
  - Preparing rooms for meetings
- Occasional cover for Charity Shop activity
- Comply with Future Projects relevant Policies and Procedures
- Wear personal identity badge whilst volunteering
- Represent the professional standards of the charity

### **Person Specification:**

- Previous experience of Reception/office work is desirable but not essential
- Good computer skills
- Good communication skills, both written and verbal
- Good customer service skills
- Must be able to work as part of a small team

- Must be able to work unsupervised
- Must be honest, trustworthy, enthusiastic, and willing
- Must be reliable and punctual
- Always use discretion and integrity
- Have an outgoing and friendly personality
- Smart but casual in appearance
- Flexibility to cover sickness and/or holidays if required

### **Training and support:**

Future Projects will provide you with training to carry out the role as follows:

- Full Induction
- Health & Safety – including risk assessment
- Moving & Handling
- Operational procedures/guidance

Volunteers will always have a member of staff on-hand to provide support, and we will regularly review your volunteering experience with you to ensure that it is rewarding and enjoyable.