

**Volunteer Role Description**

<b>Volunteer Role</b>	<b>Operations Volunteer</b>
<b>Service/Department</b>	<b>The Community Hub</b>
<b>Manager/Point of Contact</b>	<b>Community Hub Manager</b>
<b>Preferred days or times for volunteer availability (if any)</b>	<i>Any</i>
<b>Role Description</b>	
<p><b>Summary of Volunteer Role:</b></p> <p>To support the charity with all administration duties from answering the telephones to completing office tasks.</p> <p>To utilise skill sets to support the charity as a whole, supporting all services.</p>	
<p><b>Key Duties:</b></p> <ul style="list-style-type: none"> <li>• Answering the telephones from customer queries, taking messages and dealing with enquiries</li> <li>• General office duties</li> <li>• Supporting front of house with: <ul style="list-style-type: none"> <li>Wheelchair hiring</li> <li>Raffle ticket sales and promotions</li> <li>Payments and Bookings for activities and events</li> </ul> </li> <li>• Support for all departments and services with any admin or ad hoc tasks that may arise</li> <li>• Inputting and using E-Tapestry Database as required</li> </ul>	
<p><b>Other Information/requirements</b></p> <ul style="list-style-type: none"> <li>• IT skills would be desirable – Knowledge of Office 365</li> <li>• Good written skills and a polite telephone manner</li> <li>• Can be productive and use own initiative</li> <li>• Be vigilant/ aware of potential hazards in the café area. i.e. spillages</li> </ul>	
<b>Additional Internal Information</b>	
Aiming to be fill position by date	
Form submitted date	
Form submitted by	
Form to be completed and sent to	Leah-May Carter   Befriending Service & Volunteer Recruitment Manager