

## Volunteer Role Description: Office Administrator Volunteer

### Shoreditch Trust

Shoreditch Trust is a charity which supports and empowers communities to tackle inequality and exclusion across deprived and disadvantaged neighbourhoods in the London Borough of Hackney.

### **Tackling Health Inequality is a key strategic priority for Shoreditch Trust.**

Adopting a person centred approach, our initiatives empower people to make choices about their health and wellbeing by providing people with practical experience, a fresh perspective, skills, knowledge and motivational support towards healthy living.

### Bump Buddies

As part of Shoreditch Trust's strategic aims it delivers the Bump Buddies Mentoring (BBM) programme. BBM is targeted to socially isolated women during pregnancy and early parenthood who may also be coping with a range of issues, such as poverty, homelessness, domestic violence, insecure immigration status, trauma, poor mental and/or physical health and FGM. The Bump Buddies mentoring (BBM) service works with women living in the London Borough of Hackney, which is the second most deprived borough and has the second highest level of child poverty in the UK.

### Strategic Aim

The overall aim of BBM is to provide a mentoring service that builds individual resilience and wellbeing, and community capacity and cohesion.

### Strategic outcomes

1. Improved social relationships – through the provision of one-to-one support and training we will increase programme participants' self-esteem and confidence, impacting on their ability to build and sustain positive relationships in their communities.
2. Enabling participation – giving programme participants' more choice, more voice and control, impacting on their ability to seek information about, and confidently access local provision to which they are entitled.
3. Increased resilience – helping programme participants to bounce back from adverse circumstances and experiences, make choices to support ongoing health and wellbeing, and to challenge entrenched and increasing inequalities.

## Volunteer Role Description

**Location:** Shoreditch, London

**Hours required:** minimum of 4 hrs p/week

**Minimum commitment:** 6 month period

## The role

This varied volunteer role will enable individuals to gain practical Office Administrative experience within a successful local charity, at a women's project. It offers an excellent starting point for someone interested in pursuing a career in Office Administration / management. You will be supporting the Bump Buddies programme, performing a range of office duties as part of a volunteer team.

## Key tasks, duties and responsibilities

- Supporting the Bump Buddies team in a range of general administrative duties
- Update client monitoring spread sheet
- Establish contact with referees
- Book appointments and co-ordinate staff diaries
- Email clients and professionals
- Photocopying
- Answering the telephone, making routine calls and taking messages
- Taking minutes

## Corporate Responsibilities

- Ensure that customer care is the major priority for service provision.
- Ensure the service is promoted efficiently, effectively and in keeping with the corporate image of Shoreditch Trust.
- Ensure a commitment to equal opportunities.

## Person Specification

### Essential

- Good written, communication and administrative skills
- Excellent attention to detail
- Good organisational skills/ability to multi-task
- Proficient in ICT (Word, Excel)
- Experience of working in a team
- Good interpersonal skills
- Understanding the importance of confidentiality
- Able to work independently

## Desirable

- Good knowledge of Hackney and its services for families
- A mother

*Due to the sensitive nature of this service, this role is for a female volunteer only and is exempt under Schedule 9, Part 1 of the Equality Act 2010.*

*All volunteers at Shoreditch Trust are reminded of their obligations under the Data Protection Act as follows:*

- *To keep all Personal Data confidential and not to transfer or otherwise make available Personal Data to any unauthorized SHOREDITCH TRUST Staff, Volunteer or Third Parties;*
- *Not to use Personal Data for their own private purposes;*
- *Not to use Personal Data for the purposes of Third Parties*

*This volunteer role description is intended as an outline indicator of general areas of activity only.*

Please follow the link on our website to apply for this role.