



HAGAM VOLUNTEER PLACEMENT DESCRIPTION

Job Title: Admin Support Volunteer

Reports to: Office Manager

Underlying values associated with all posts within HAGAM:

The role/duties of the post are outlined below. In undertaking this role, the post holder will be expected to act at all times in a way that is consistent with and actively supports HAGAM's values and operating principles.

Role Purpose:

To provide an efficient administration and reception support service to HAGAM

Key Duties and Responsibilities:

- To be the first point of contact for HAGAM clients, on the telephone and in person
- To provide an efficient telephone-answering and message-taking service
- To greet clients attending HAGAM and accompany them to the appropriate room
- To arrange assessment appointments for clients and confirm in writing as appropriate
- To provide information regarding HAGAM services as required, including Drop-in and support groups
- To record information on HAGAM's client database as trained
- To update the office diary as trained
- To word-process documents as required including letters, forms, reports, training materials
- To use HAGAM's email system as required
- To photocopy documents as required
- To leave clear handover notes/instructions for colleagues
- To monitor levels of forms, stationery, leaflets and general supplies and report top-up requirements to Office Manager
- To carry out any reasonable and lawful duties and responsibilities as required by Office Manager and Chief Executive



Further information and General Responsibilities

Confidentiality

Ensure confidentiality at all times, only releasing confidential information in line with HAGAM policy.

Data Protection Act

To comply with the requirements of the Data Protection Act.

Conflict of duties

All applicants to any post within HAGAM are required to declare any involvement either directly or indirectly with any firm, company or organisation that has a contract with HAGAM. Failure to do so may result in an application being rejected or dismissal after appointment.

Equal Opportunities and Diversity

To ensure that all service users, their partners, colleagues both in HAGAM and other partner organisations are treated as individuals within HAGAM's Diversity and Equality framework

Health and Safety

You are required to comply at all times with the requirements of the Health and Safety regulations and HAGAM's Health and Safety Policy and Procedures.

You are responsible for taking reasonable care with regard to yourself as well as any colleague, client or visitor who might be affected by an act or failure to act by yourself.

Quality Assurance

To ensure all activities are managed in a way that supports HAGAM's Quality Assurance Strategy.



HAGAM PERSON SPECIFICATION

Admin Support Volunteer

	Essential	Desirable
Qualifications and Training	None specified	None specified
Skills and Abilities	<ul style="list-style-type: none"> – clear, helpful and tactful telephone manner – clear communication skills, both written and verbal – ability to work as part of a multi-disciplinary team – ability to use word-processing and email systems effectively – ability to prioritise and manage own workload – ability to act on own initiative – ability to work effectively and calmly under pressure 	<ul style="list-style-type: none"> – accurate typing of approx 30wpm – experience of using Microsoft Office 2007
Experience and Knowledge	<ul style="list-style-type: none"> – experience of working in an office environment – experience of dealing with business telephone calls 	<ul style="list-style-type: none"> – experience of working for a voluntary organisation – knowledge or awareness of issues related to drug and alcohol misuse
Personal Effectiveness	<ul style="list-style-type: none"> – punctual, reliable attendance – a willingness to learn – a patient, friendly manner showing due regard to the needs of the client group – careful attention to detail 	
Circumstances	<ul style="list-style-type: none"> – commitment to supporting HAGAM's values and mission – a flexible approach towards operational requirements 	
Diversity	<ul style="list-style-type: none"> – a demonstrable ability to work effectively with people of all ethnic, cultural, social, religious and sexual groups 	