



Role Description for Volunteer Administration Volunteer

REPORTS TO: Volunteering Manager

PURPOSE: To provide valuable administrative support to our Volunteering Team

HOURS: Flexible / 3 to 4 hours per week during office hours

BASED AT: Home working initially. Usual office address Richmond Borough Mind, 1st Floor,
UK House, 82 Heath Road,
Twickenham, TW1 4BW

DUTIES CAN INCLUDE:

- To answer and respond to telephone and email queries
- To meet and greet visitors and assist accordingly
- To check or update Excel spreadsheets and enter data into our online database
- To photocopy or print papers ready for meetings and help with mailings
- Filing, document shredding and other tasks as relevant to the role
- Organising information booklets and making a note of ones that need to be restocked

SKILLS / ATTRIBUTES & ABILITIES REQUIRED:

- Non-judgemental attitude towards people with lived experience of mental ill health
- Professional, with good customer service skills and attention to detail
- Ability to work remotely
- Ability to work independently
- Good IT skills, confidence with MS Office, Outlook, Internet and online databases
- Sound understanding of confidentiality and data protection, respecting the sensitive nature of material received and dealt with by RB Mind
- Willingness to perform tasks in accordance with RB Mind policies and procedures
- Enhanced DBS check (RB Mind administers and covers the financial cost)

WHAT WE OFFER:

- Travel or home working expenses in accordance with our volunteer and expense policies
- Training on relevant IT software and volunteer training around mental health
- References (after completion of 3 months volunteering with us)
- Ongoing support and supervision

**If you are interested in applying or would like further information on volunteering with us,
please email our Volunteering Team at volunteering@rbmind.org
Thank you for your interest in Richmond Borough Mind**