**Volunteer Job Description**

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| **Job Title**  Administrator Volunteer | |
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| **Department**  Campus | **Team** |
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| **Reports to (Job Title)**  Data and Administrator Officer | |
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| **Responsible for:**  0 | **Job Grade** |
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| **Location**  YMCA Youth Campus | **Contract Type** |

YMCA is a Christian organisation, committed to Equality and Diversity in the Work Place YMCA is committed to the safeguarding of children, young people and vulnerable adults.

**Job Purpose (outcome)**

Undertaking a range of clerical, administrative and monitoring activities to ensure the smooth running of the department.

To provide clerical and administrative support to the YMCA Campus Management Team

**Duties and responsibilities**

**Purpose of job**

* To undertake such administrative tasks as required in the YMCA Campus department.
* Data inputting onto the department’s MIS systems (Management Information System) including the MIS systems supplied by contractors.
* File management – customer’s files, to be kept in order and to meet quality standards with all contractor formats.
* Maintain confidentiality in file management at all times and adhering to the policies and procedures required by the Children’s Centres, Colleges contractors and other employability programmes.
* To assist in the preparation and dispatch of all correspondence and related documentation originating in the department and services, including the use of electronic mail.
* Undertake typing, word-processing and other IT based tasks including the production/processing of letters, registers, reports and schedules and operate relevant equipment/ICT packages e.g. excel, databases, spread sheets, and internet.
* To enable effective and well presented written communication between all staff within the department and other relevant agencies.
* Produce confidential reports and other documents using word processing skills.
* Receive and record incoming mail by email, post and fax. Respond to telephone enquiries, ensuring messages are recorded and directed to the appropriate member of the team.
* Responsibility for taking minutes as and when required.
* Maintain the office/reception as a welcoming and well organised environment.
* Carry out photocopying, faxing and emailing duties as and when required.
* Assist with the production of advertising materials as and when needed.
* Prepare materials for any the YMCA Campus purpose as requested by the Management Team; also liaise with the Management Team, contractors and providers to resolve any queries.
* Responsible for making any appropriate practical arrangements for training and meetings on behalf of the team.
* Be responsible for ordering and maintaining general office supplies, as approved by the team, including the ordering of any training resources.
* Verify accuracy or resources ordered and maintain the asset register.
* Provide support to the Management in monitoring departmental expenditure including processing orders, invoicing and nominal allocation.
* Attend and participate in meetings as required.
* The post holder may reasonably be expected to undertake other duties commensurate with the level of responsibility that may be allocated from time to time.

**Person Specification**

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| Essential |
| Knowledge |
| * Good standard of education 5 GCSE’s including Maths & English * Knowledge of Microsoft Office Package, database and MIS systems (Management Information Systems) and an ability to keep them up to date. * Good knowledge of financial monitoring including previous experience of ordering, processing invoices and nominal allocation * Knowledge of producing financial/activity reports to funding agencies and contractors. |
| Relevant Experience |
| * Relevant previous experience providing general administrative support * Previous experience of financial monitoring including ordering goods and services, processing invoices and nominal allocation * Experience of working in a team * Proven experience of computer skills. |
| Skills and Ability |
| * Experience of maintaining files and collating information using a database or Excel spreadsheets * Ability to take minutes and present them in a professional format * Ability to work to deadlines and at times without direct supervision * Excellent communications skills * Commitment to customer care, and an excellent telephone manner, showing respect at all times * Minimum of 12 months office experience * Good organisational skills and file management * Prioritise work according to given time scales and priority * Ability to work independently and time manage workloads * Excellent team player, and able to share good practice with working colleagues * Competency with Microsoft Office package suite * Knowledge of various monitoring/recording of information requirements, and their importance |
| Other Requirements |
| * Driving Licence and access to a vehicle to be able to move around the city * Enhanced CRB check in place * Willing to work flexibly and on occasion outside of standard working hours * Undertake any training to aid personal development |

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| Desirable - over and above essential |
| Knowledge |
| * L2/3 Qualification in IT or administration * SAGE finance qualifications * Knowledge of benefits system * 12 months experience of working in the Welfare to Work Sector |
| Relevant Experience |
| * Previous experience in a similar role within the Welfare to Work sector * Experience of FE administration systems/processes * 12 months experience of financial systems and invoicing. * Experience of reception duties |
| Skills and Ability |
| * Ability to set up and maintain systems within the work environment. |