**Volunteer Job Description**

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| **Job Title**  Administrator Volunteer | |
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| **Department**  Families Team | **Team** |
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| **Reports to (Job Title)**  Families Team Co-ordinator | |
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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)**

To Support the Families Team in the execution of their duties

**Duties and responsibilities**

**Purpose of job**

* Answer the telephone politely and efficiently and direct calls appropriately.  Where staff are not available to take the call – record messages and email directly to the person.
* Make up client files ready for the following projects:
* Supported Contact
* First for Families
* Supervised Contact
* Make calls to clients to set up appointments for pre-visits for the Supported Contact Centre.
* Send letters to Supported Clients detailing contact sessions.
* Follow the filing systems (both paper and electronically) to ensure the files are shared effectively.
* To undertake such administrative tasks as required by members of the team.
* To play a key role in the development of administration tasks involving the database.
* In the absence of other administrative staff undertake additional administrative duties.
* To carry out duties as required such as note taking and client visits.

**Other:**

* Comply fully at all times with the YMCA's policies and procedures relating to Safeguarding, Equality and Diversity, Professional Boundaries, and Health and Safety and to undertake training in these areas when required.
* Undertake such other duties as may reasonably be required.

**Person Specification**

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| Essential |
| * Good IT skills including Microsoft Office applications * Good communication skills and ability to deal with both public and organisational queries. * The ability to work unsupervised * Ability to maintain confidentiality and discretion at all times * Ability to work collectively with other staff |
| Desirable |
| * Admin qualifications (NVQ L2) * Minimium of 2 years administrative experience in an busy office environment * An interest in developing skills and knowledge associated with department functions. * A knowledge of the voluntary sector * The ability to drive * Familiarity with figure work * Willingness to undertake training |