**CityCare   
Flexible location across Nottingham City**

**Assigned to a specific department/area as agreed**

**(Human Resources, Learning and Education and Corporate Services)**

**Administration Support Volunteer**

**Role Description:** Our administration teams across the organisation need volunteers to help us with a variety of roles which will improve patient and staff experience. The volunteer roles will be providing administrative support in areas where there is increased demand or where extra support will make an effective contribution to day to day running of services

**Time Commitment**: 1 - 4 hours, any morning or afternoon. Monday to Friday 8am – 5pm

**Key tasks:**

* Responding to enquiries in a polite manner and ensuring an appropriate response is initiated
* Supporting staff in dealing with urgent referrals from professionals
* Answering telephones
* Making drinks for meetings
* Photocopying, Filing and shredding of documents
* Collation of patient packs/information

**Would suit:** Someone who has good communication skills and works well in a team

**Desired Skills and Experience:**

* Ability to work as part of a team
* Relate to people in a polite, friendly and courteous manner with empathy and compassion
* Able to follow instructions
* Willingness to help and support staff and patients
* Adaptable and willing to learn
* Calm and composed
* Punctual and reliable
* Able to work independently and as part of a team
* Understanding of need for confidentiality although training will be provided
* Commitment to uphold CityCare values and behaviours
* Motivation and willingness to learn and complete any relevant training

**What we can provide**

* Supervision and support from a dedicated member of staff in the department
* Opportunity to join a network of volunteers
* Induction and ongoing training and education
* Re-imbursement of travel expenses
* An opportunity to gain new skills

**Dress code:**

You will be issued with a Volunteer uniform, ID badge and volunteer lanyard which you must wear at all times to show that you are volunteering. All volunteers will be expected to follow our Dress code policy.

All Volunteers will require a DBS check.

**March 2023**