

Administration

Role Title	Administration Support
Location of Position	Harrow Lodge House, Harrow Lodge Park, Hornchurch Road, Hornchurch, Essex, RM11 1JU
Responsible to	Office Coordinator
Purpose/ summary of role	To provide Admin support to one or more of the projects within Havering, Barking and Dagenham Mind.
Description of tasks	<ul style="list-style-type: none"> • Answering the telephone • Entering data onto databases and spreadsheets • General office tasks – photocopying/ managing mail/ organising promotional material and displays • Checking office supplies and replenishing orders through Amazon • General housekeeping – clearing away cups, tidying kitchen area, maintain a tidy reception area • Support project leads • Handling confidential and sensitive information • Help plan events and activities • Signpost relevant requests to the relevant project lead and signposting any other if required
Time commitment	A minimum of 2 hours per week, covering a regular time slot if possible. If you are able and would like to commit more time, please indicate this on your form.
Qualities & Skills	<ul style="list-style-type: none"> • Good people skills • Pleasant telephone manner • Confident using the computer – Word, Excel, Outlook • Good communication skills • Confident to ask for help when needed • Empathetic, compassionate and understanding • Non-Judgemental • Attention to detail • Able to multitask, prioritise tasks and meet deadlines
Training & Support	We offer a ‘Welcome to Mind’ volunteer induction, which includes topics such as communication, confidentiality and boundaries as well as Health and

	<p>Safety. There will be opportunities to access further training.</p> <p>You will receive a welcome pack as well as induction documentation and training. You will also have a quarterly meeting with your volunteer mentor. The Volunteer Engagement Coordinator will also be available for regular support, advice and guidance. As well as giving regular organisational updates to you.</p> <p>Within your induction you will be asked to complete some online training modules as well as any further training for the role. You will also be required to get a DBS for the position but this will be done with the Volunteer Engagement Coordinator before you start volunteering with us.</p>
<p>Reimbursement of Expenses</p>	<p>We can cover some of the expenses which you may incur while you are volunteering with us. Please ask for further details.</p>
<p>Benefits of being a Volunteer</p>	<p>Volunteering with Mind Havering, Barking & Dagenham can be a rewarding experience and a feeling of being able to do something for someone else, develop your skills, learn new skills and meet new people. It can also help you to gain a sense of pride and build your self-esteem, becoming more confident, widening your network and feeling valued by our staff and those who are accessing our services.</p>
<p>Volunteer Engagement Coordinator contact information</p>	<p>Volunteer Engagement Coordinator Harrow Lodge House, Harrow Lodge Park, Hornchurch Road, Hornchurch, Essex, RM11 1JU volunteering@haveringmind.org.uk</p>