

ST HELENA HOSPICE

VOLUNTEER ROLE DESCRIPTION

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| <u>Role Title:</u> | Volunteer Support Services Administrator |
| <u>Reporting to:</u> | Support Services Manager. |
| <u>Principal Function:</u> | To participate as a member of the Central Services team, providing administration support to the Support Services Manager and where necessary other offices of St Helena. |
| <u>Duties:</u> | <ul style="list-style-type: none">• Receive phone calls and take messages; relay them as appropriate• Scan documents onto the computer system as directed by the Support Services Manager• File documents as necessary• Collate, manage and action stationary orders• Distribute stationery to the various Directorates• Type letters and documents when necessary as directed by the Support Services Manager• Carry out data inputting duties, in particular inputting invoices to spreadsheets• Shredding of documents• General office tasks and duties as directed by the Support Services Manager |
| <u>Location:</u> | Myland Hall, Barncroft Close, Highwoods, Colchester |
| <u>Days / Hours:</u> | One day per week, 9.30am – 3.00pm. (Any day Mon-Thu). |
| <u>Training:</u> | On the job training will be provided in addition to |

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Manual Handling and Health & Safety training

**Qualifications,
knowledge &
experience:**

Knowledge and experience in working with the Microsoft Office Suite is desirable.
Experience of working in an administrative role is desirable but not essential as training will be given.

Personal Qualities:

Welcoming and friendly outlook. Willingness to support patients, visitors and families.
The ability to be able to work as part of a team.

Statement:

All volunteers must be sympathetic to, and be able to project, the philosophy and vision of the Hospice

Contact:

H R Department (01206 845566)