

## **Administration Volunteer Role Description**

- Role:** Administration Volunteer
- Responsible to:** Administrator / Executive Director
- Time commitment:** To suit your availability
- Location:** Highland

### **Background**

Befrienders Highland Limited are a small charity, founded in 1993, to support people with mental ill health who are lonely and isolated in our community. Services were later expanded to include people with memory loss and unpaid adult carers, who can also find themselves lonely and isolated, and need someone to talk to.

Our services are provided by a small team of staff, supported by a huge number of trained volunteer befrienders, located all over the Highlands. We carefully match each individual and volunteer based on common interests. Some friendships are conducted by telephone, others through email or letters, and many others are through meeting face to face for social contact, to do activities or sports together. We aim for people to have a meaningful connection with each other, lifting people out of loneliness through the power of friendship.

The aim of our administration volunteer activity is to support the smooth running of our support services, and to help out with administration tasks at times of high work volume. We know that not everybody can give a regular commitment of an hour a week to be a befriender, but that they still understand and want to support the work that we do.

Volunteers can help to raise awareness of our charity by helping us with social media, letter writing and awareness campaigns, production and distribution of newsletters, and updating and maintenance of the Befrienders Highland website. This is a really important role as it helps us to reach new people, inspire new fundraising activity, and thank our supporters for the work they are doing.

## **Role Description**

- Assisting with the preparation and/or distribution of posters, leaflets, and our Wee Blether newsletters, to raise awareness of Befrienders Highland and the difference we are making.
- Supporting the administration team with any office based tasks, at times of high workloads (e.g. Christmas and newsletter mail shots).
- Representing the charity in a professional manner.
- Making conversation with members of the public as appropriate and answering questions about the charity.
- Supporting our coordinators and administration team, to prepare for fundraising and awareness raising initiatives and activities.
- Liaising with the Coordinators and Fundraising Coordinators from Befrienders Highland.
- Support social media and website posting, checking that links are still valid and working, that diary entries are up-to-date, and that content is current and meaningful.

## **Dress Code**

- Casual but professional attire
- Volunteer ID badge

## **Skills, experience and qualities**

- Personable, enthusiastic and approachable
- Initiative
- Ability to work well in a small team
- Good communication skills and telephone manner
- Administration skills
- IT skills (including website maintenance and/or social media aptitude) – not essential for all post holders

## **The benefits to you**

- Experience working with a charitable organisation
- A sense of satisfaction and pride for helping to make a valuable difference
- Develop your administration and organisational skills
- References for future employers
- Meet new people

## **What you can expect from Befrienders Highland**

- An induction session to introduce you to the charity, recognise your skills and identify any ongoing support you may need from us to fulfil the role
- A designated point of contact for support and guidance, when needed
- Reimbursement of out-of-pocket expenses
- Wee Blether Newsletter
- Invitations to our volunteer get togethers and social events, from time to time.

**Time commitment**

This is a flexible role to suit your availability, and as such there is no minimum time commitment.

**Recruitment Process**

Complete our simple application form to express your interest in the role. We'll arrange an informal meeting to discuss your application and the role, before obtaining references. Following this, we'll invite you to a short induction meeting.

**Next step**

Contact us today on 01463 712791 or email [info@befriendershighland.org](mailto:info@befriendershighland.org).