

Volunteer Job Description

Title of role: Reception / Admin Support Volunteer
Managed by: Executive Assistant
Based at: Hatfield (Head Office)

Job Description

Develop your third sector office experience by supporting the busy administrative team at **hyh's** head office in Hatfield. You will support the team by answering and redirecting telephone calls to appropriate service. Meet and greet visitors to the office. In addition you will also assist the Executive Assistant, HR Administrator and the Executive Management Team (EMT) in carrying out some of the back office admin.

Role overview

Supported by a small friendly team you'll be involved in:

- Answering telephone calls
- Meet and greet visitors
- Data entry and database administration
- Responding to calls, emails, letters
- Word processing, updating spreadsheets, routine filing and copying
- Assisting with mailings
- Maintaining diaries.

Commitment

Ideally you'll be able to commit 2 days per week, Monday - Friday.

Skills and experience

We'll need you to have:

- Good customer service skills
- An organised and systematic approach
- Good working knowledge of Microsoft Office software
- Confident and articulate communication skills; able to communicate effectively face-to-face, via telephone and email, with people at all levels
- Good written and spoken English
- Basic numeracy.

Previous experience in customer service and administration would be beneficial but training in **hyh's** systems and processes will be provided.

Benefits

We are able to reimburse your reasonable local travel expenses for shifts over 4 hours, and we can provide a reference to prospective employers.

This is a great opportunity to gain and develop your experience in the charity sector, make new friends, and help **hyh** services support many young people across Hertfordshire.