

# *Alana House*

## *Administrator*

### *Volunteer*

## **Role Description**

**Reports to:** Women’s Community Project Manager  
**Based:** Reading  
**Days/Hours:** To be arranged, Monday – Thursday, 9.00am – 5.00 pm

### **The Role**

**Having regard to the nature and context of the work, there is a genuine occupational requirement permitted under the Equality Act 2010 that this post is only available to women.**

This role is a vital part of the team at PACT’S flagship Women’s Community Service, Alana House. This a varied role assisting with administrative tasks to help the team to provide a smooth, professional and efficient service.

### **Key Tasks**

<input type="radio"/>	Checking the answer phone and promptly relaying any messages to the relevant person
<input type="radio"/>	Answering the door and ensuring that visitors are welcomed in a calm, professional and warm manner. Answering or seeking the answers to any questions. Letting staff know that their visitors have arrived. Making drinks where necessary
<input type="radio"/>	Answering all general telephone calls, passing on messages or queries, transferring calls to the relevant person
<input type="radio"/>	Phoning and texting Alana House clients to remind them of appointments
<input type="radio"/>	Sign for adhoc post and parcels throughout the day and letting staff know of its arrival
<input type="radio"/>	Transporting post to/from No. 7, PACT’s head office and distributing post to members of the team

## Volunteer Alana House Administrator Role Description

<input type="checkbox"/>	General administrative tasks including photocopying, filing and scanning of documents and emails
<input type="checkbox"/>	Working with the database including accurately inputting data from sheets such as attendance sheets for reporting purposes
<input type="checkbox"/>	Making up food parcels
<input type="checkbox"/>	Typing up minutes

<b>Person Specification</b>	
<input type="checkbox"/>	A strong interest in working with the team at Alana House to support vulnerable women
<input type="checkbox"/>	Reliable with good time keeping
<input type="checkbox"/>	Excellent telephone manner, face to face communication and interpersonal skills
<input type="checkbox"/>	Organisational and administrative skills
<input type="checkbox"/>	Good database experience
<input type="checkbox"/>	The ability to prioritise
<input type="checkbox"/>	Ability to remain calm and flexible under pressure

<b>All volunteers are required to</b>	
<input type="checkbox"/>	Be subject to an enhanced DBS check
<input type="checkbox"/>	Wear their PACT ID badge
<input type="checkbox"/>	Adhere to and sign PACT's confidentiality and safeguarding policies
<input type="checkbox"/>	Undertake a full induction and training

### **Boundaries of role:**

This role is non-client contact.

Volunteers should not offer personal opinion, recommendations or guidance to visitors regarding their cases or personal circumstances.

Volunteers should adhere to all health and safety and safeguarding policies whilst on site.

Volunteers should immediately report any health and safety and safeguarding issues to a staff member.

Notify the manager within a reasonable time frame if unable to attend.

July 2014

**What PACT offers in return for your time, dedication, enthusiasm and skills:**

- Learning and development opportunities
- Comprehensive induction
- Regular supervision, support and feedback
- Valuable work experience with an award winning and highly respected organisation
- Bi-annual social events for volunteers
- Travel expenses