

## **DERBYSHIRE LAW CENTRE**

### **ROLE DESCRIPTION: VOLUNTEER ADMINISTRATOR**

**MAIN PURPOSE OF ROLE:** to support the Law Centre's Administration team with basic office tasks to ensure the smooth running of the organisation's operations.

**RESPONSIBLE TO:** Workers Group via the Volunteer Coordinator

#### **MAIN DUTIES OF THE ROLE:**

##### 1. General administration duties:

- Filing and archiving of paper case files
- Preparation of correspondence for posting
- Covering the reception desk during receptionists' break times: this would include greeting clients, answering the telephone and taking messages as required
- Destruction of historical archived files in line with GDPR policy
- Basic typing and printing as required by case workers or the Administration Team

##### 2. Other duties:

- To undertake any other relevant duties to benefit the Law Centre as agreed by the volunteer, their supervisor and Workers Group.

At all times, there will be a paid worker available who will be responsible for the smooth running of the front-line reception and assessment service.

#### **Training:**

Full training is given in all aspects of the work.

#### **Volunteers Forum:**

The Law Centre has a successful Volunteers Forum, which meets regularly to discuss issues of interest to all the Law Centre's volunteers. All volunteers are encouraged to attend the forum meetings and to participate in organising, chairing and taking of minutes at these meetings.

## PERSON SPECIFICATION

### **Role Title: Volunteer Administrator**

**This is likely to be the right opportunity for you if you can answer “Yes” to the following questions:**

#### **Am I**

- Interested in the work of the Law Centre?
- Methodical and detail-oriented?
- Able to listen to and understand verbal and written instructions?
- Able, with support and training, to work in a busy environment and undertake a range of tasks?
- Able to abide by a confidentiality policy?
- Reliable?
- Looking to work as part of a team?

**In addition you will need to be able to demonstrate the following abilities / skills:**

- Ability to follow set instructions and to be trained to follow set procedures
- Good organisational skills
- Willing to support in a client-facing role for short periods as needed
- Some IT literacy, including basic typing skills, would be beneficial
- Basic telephony skills would be beneficial