

Admin & Reception Support Volunteer Role Description

About us

Housing Rights has been helping people in Northern Ireland deal with housing and homelessness problems since 1964. We help people with their housing and homelessness problems through our helplines and advice work. We use their experiences to bring change and improvements with our policy work. We educate and inform others working in the housing and advice sectors to help their clients.

All our work helps us to achieve our vision 'when everyone has a home'.

About the role

Our Admin Team provide admin support across the organisation:

- reception & switchboard
- advice services
- finance
- ICT support to staff
- human resources
- events/meetings support
- training service
- policies & procedures
- database housekeeping

Tasks and activities

- greet visitors to the office and inform the appropriate member of staff
- ensure visitors to the office sign in and out
- answer calls and transfer them to the appropriate member of staff
- take clear messages and email them to the correct member of staff
- mail handling
- data input
- photocopying
- maintaining filing systems
- assist with preparation of training, conferences and events

About you

You should be:

- Proficient with Microsoft applications
- Reliable
- Able to work to your own initiative
- Have attention to detail
- Well organised
- Good written and verbal communication skills
- Willing to learn new skills

Location

Housing Rights offices are in The Skainos Centre, 239 Newtownards Road, Belfast BT4 1AF.

Housing Rights

Time commitment

Anything from 3-4 hours per week up to 3-4 days per week during standard office hours of Monday to Friday, 9am to 5pm

Additional Information

You will receive an induction and relevant training to enable you to carry out your role. You will have a designated volunteer supervisor and eligible out-of-pocket volunteer expenses will be reimbursed within Housing Rights expenses guidelines.

Applying for this Volunteer Role

Download an application form or if you have any further questions contact:
Sonya Nelson, Staff and Volunteer Development Coordinator
Email: volunteering@housingrights.org