



Admin & Reception Support Volunteer Role Description

Are you well organised and enjoy working as part of a small but busy team?

Our Admin team are currently looking for motivated individuals with administrative and organisational skills to help behind the scenes in our work to prevent homelessness and help people with housing problems. Our Reception area is the nucleus of our client facing work and provides a warm welcome for clients who come to use our services.

You may be interested in applying your skills in a working environment or you may want an opportunity to put your ICT or administrative experience to use to help others.

Location

Housing Rights office, Belfast city centre

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

Reception and/or Admin Tasks:

- Reception cover and being the second point of response to telephone queries (you will receive full training)
- Data input
- Using the database to produce statistical reports
- Assist with creation and collation of Survey Monkey reports
- Photocopying
- Maintaining filing systems
- Assist in the preparation and collation of data for mail outs
- Assist with preparation of training, conferences and events
- Providing general administrative support in the areas of Personnel, ICT Support and Premises Management
- Any other duties as required as part of the role

You should be:

- Proficient with ICT and Microsoft packages
- 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

Additional Information

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

We are committed to developing our volunteers, so all volunteers will receive monthly supervision meetings where any training needs relevant to your role can be identified.

Applying for this Volunteer Role

**[Download an application form](#) or if you have any further questions contact:
Sonya Nelson, Peer and Volunteer Development Coordinator
Email: sonya@housingrights.org.uk**