



Volunteer Title: Volunteer Department Administrator	Reports To: Volunteer Department
Last Updated: March 2017	Interested email: susan.lewin@whiteleyvillage.org.uk

Whiteley Village, near Walton on Thames, is set in 225 acres of beautiful Surrey woodland. The Village provides homes to nearly 500 older people of limited means and is managed by The Whiteley Homes Trust (registered charity 1103056).

General Responsibilities:

As part of the Administration Office's friendly team you will be involved in tasks to support the Volunteer Coordinator.

Key Duties:

For the Volunteer Department

- Responding to emails to the Volunteering at Whiteley Village inbox
- Inputting volunteers information to the Volunteer Database
- Preparing Volunteer Induction Packs
- Attending and assisting at Volunteer Open Mornings and events
- Attending relevant meetings and training sessions as required

Essential Skills:

- A friendly, professional and welcoming personality
- Good telephone manner
- Excellent communication skills, both written and verbal
- Computer literate and able to use email and Word
- Accurate typing and data input
- Attention to detail in collating documents, compiling packs etc.

Desired Attributes:

- Previous experience of working in an office environment
- An organised and systematic approach
- An understanding and interest in the needs of older people

Rewards:

- Induction, training and support to enable the safe provision of a quality service
- Opportunity to develop new skills and meet new people
- The knowledge you are making a significant difference to residents' lives alongside developing your own skills
- Whiteley Village can provide a reference to prospective employers
- Invitation to volunteer appreciation events

Volunteer Hours:

This position is of a voluntary nature and your availability for undertaking a shift from 10am to 1pm will be agreed in advance. Ideally you should be able to commit to an ongoing weekly agreement