

# Volunteer Role Description

## Office and Administration Supporter



### Role Summary

Running an organisation the size of the Stroke Association is a huge undertaking and our hundreds of offices around the UK ensure that we run smoothly. As an Office and Administration Supporter you be providing administrative support to our head office, one of our regional offices or one of our Life After Stroke Service teams.

### Tasks this role can include:

- General office duties such as answering the telephone, taking messages, filing, typing and helping to organise the office so it runs efficiently.
- Producing and preparing mailings, information packs and resources for services, events or meetings.
- Data input and other computer based administrative tasks.
- Conducting internet based research

### This might be the role for you if:

- You are able to use office equipment and relevant computer software.
- You are able to communicate effectively in writing, over the phone and in person.
- You have an ordered approach to administrative functions.
- You are thorough with a good eye for detail.
- You are able to work without direct supervision.

### The benefits for you:

- Practical experience of working in an office environment and being part of a team.
- An opportunity to learn new keyboard and IT skills and use various software and database packages.
- An opportunity to enhance your CV or learn new skills.
- An opportunity to find out more about how charities such as the Stroke Association operate.

## Support and training provided:

### **Mandatory Training** (Volunteers MUST complete this training to perform the role)

- The Stroke Association Volunteer Induction (face to face - full day).

### **Additional Learning**

- The GDPR module (on STAR - approximately one hour).

### **Ongoing Support and Training**

- Ongoing and regular training and support as the role requires.
- Induction area on STAR.
- Out of pocket expenses are reimbursed.

*A Disclosure and Barring Service (DBS) check is not required for this role.*

<b>Stroke Helpline</b>	<b>Website</b>	<b>Phone</b>	<b>Fax</b>	<b>Textphone</b>
0303 30 33 100	<a href="http://www.stroke.org.uk">www.stroke.org.uk</a>	020 7566 0300	020 7490 2686	020 7251 9096

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