

Running an organisation the size of the Stroke Association is a huge undertaking, and we have many offices around the UK, Isle of Man and Jersey. As an office and administration supporter you would be providing administrative support to staff in one of our busy offices to help things run smoothly and effectively.

What the role involves:

- As an office and administration supporter you could be helping out with a range of office duties such as answering the telephone, taking messages, filing, typing and helping to organise the office so it runs efficiently.
- It can also mean producing and preparing mailings, information packs and resources for services, events or meetings.
- Some of our office and administration supporters help out reviewing and inputting data and other computer based administrative tasks.
- Sometimes you might conduct internet based research to support our staff.

Who the role might suit:

- To be an effective office and administration supporter you will need a methodical approach to work and be able to follow agreed systems and processes.
- If you're the sort of person who has an ordered and calm approach to tasks and enjoys an office environment then this could be a good role for you.
- Our office and administration supporters need to be thorough with a good eye for detail, and able to use office equipment and relevant computer software.
- Some of the tasks involved will need you to be someone who can communicate effectively in writing, over the phone and in person.

What the role can offer you personally:

- Being an office and administration supporter means you will gain practical experience of working in a busy charity office, supporting our ongoing work and projects that make a real difference to people's lives.
- The role provides an opportunity to learn new keyboard and IT skills and use various software and database packages.
- Office and administration supporters also find it helps them develop new skills with a well-respected charity which can improve their CV and employability.
- Our office and administration supporters tell us that getting out of the role gives them a great experience contributing to the work of our friendly office environment.

Training for this role:

We provide all of our office and administration supporters with training so they feel confident in the role and give the best possible support to stroke survivors.

Mandatory training that you need to undertake for this role is:

- The Stroke Association Volunteer Induction (a one day face-to-face course).

Additional learning opportunities are available to develop your skills and experience:

- GDPR module on STAR.

We also offer ongoing support and expenses where appropriate.

Where and when you would volunteer:

These details would be agreed with a staff member in one of our local teams. We endeavour to find our volunteers roles in their local areas that suit the time commitments they have available.

A Disclosure and Barring Service (DBS) check, an Access NI check or membership of the Protecting Vulnerable Groups (PVG) scheme is not required for this role.

Our vision is for there to be fewer strokes, and for people affected by stroke to get the help they need to live the best life they can.

Our core purpose is to be the trusted voice of stroke survivors and their families. We want to drive better outcomes in stroke prevention, treatment and lifelong support for everyone affected by stroke.

**Volunteer and
make a difference.**

Find out more about stroke, what we do and how you can help:
stroke.org.uk or call our
Stroke Helpline: **0303 3033 100.**