

Families First Volunteer Recruitment Pack – Role Description

Post: Business Support Volunteer

Main Purpose: To have a role in Families First Business Support Service by undertaking administration tasks defined by the Office Manager and/or Manager. These tasks will ensure the organisation is accountable to all stakeholders.

Accountable to: Office Manager

Key Tasks:

1. As outlined by the Office Manager, undertake administrative tasks that support the business function of Families First. These tasks could include – data entry, photocopying, filing, word processing, financial tasks, marketing and publicity, answering the phone and responding to enquiries, Families First web site, social media and emails.
2. To be involved in the development of administrative tasks to enable the main office to be effective, efficient and streamlined.
3. To provide a warm welcome to visitors of Families First.
4. Undertake your duties within the organisation's Health and Safety policies, and good practice guidance.
5. To be aware of local Child and Adult Protection Procedures and to operate within them at all times.
6. To help with the monitoring and evaluation of services by recording activities and maintaining administrative and financial records as appropriate.
7. To support your colleagues by attending Families First meetings and becoming involved in the development of Families First services.
8. To reflect on professional practice and identify personal training needs through supervision with your supervisor.
9. To be an ambassador for Families First and promote the organisation in a positive light whenever the opportunity arises.
10. Families First exists to respond to the needs of families and individuals in the community and many of the tasks and responsibilities are, therefore, unpredictable and varied. It is expected, therefore, that all volunteers will work in a flexible manner when required, undertaking tasks that have not been specifically covered in their role description to support their colleagues.