

Volunteer Administrator - Role Description

Resource, the organization that has been helping the Jewish community into employment for over 25 years, is looking for a friendly and efficient administrator to support our operations.

Overview of the role:

The role of the Administrator is to support the efficient running of Resource by undertaking a range of administration duties for the Front desk, Relationship Management and Marketing teams

Time Commitment:

Half a day per week, approximately 3-4 hours, although some flexibility is helpful

Key Responsibilities:

- To be the first point of contact with Resource clients, either over the phone or face, welcoming them and making them feel at ease
- To book appointments, seminars and computer lessons
- To phone clients regarding appointments for seminars/meetings and events
- General admin, including photocopying, laminating and shredding
- To update central database and computer diary
- To attend Resource team meetings and participate in improving how Resource runs
- To maintain confidentiality at all times and work within Data Protection Act regulations

Essential Requirements:

- Good communication and interpersonal skills
- Confident at using IT, particularly Microsoft Word/Excel and email
- A professional and business-like approach
- To be able to adapt approach to differing clients

Desirable Requirements:

- Experience of working in an office environment
- Experience of using databases

**Interested? Please contact the Resource office for more information on
020 8346 4000 or email office@resource-centre.org**

Why Volunteer for Resource?

We received a **100% Satisfaction Rating** from JVN Survey

All of our volunteers:

- have the satisfaction of helping change people's lives: we have helped over 12,000 people into work
- are part of a professional and highly motivated team
- receive regular invitations to team building, training and social events

"Most of the time I do not feel I am "volunteering" but actually employed to perform a highly worthwhile and positive job."

Resource has been helping our community since the early 1990's. Be part of our future into the 2020's