

## Volunteer Role Description

**Role Title:** Admin Support  
**Department:** Workplace Wellbeing  
**Location:** Ipswich or Felixstowe Office  
**Date:** January 2019

### Role Summary:

In this role you will be responsible for dealing with bookings and enquiries relating to the Suffolk's Needs Met training which is offered to businesses and individuals.

### Main Duties and Responsibilities:

- Answering email enquiries
- Sending out confirmation bookings
- Updating spreadsheets with booking information (excel)
- Supporting staff with other administration duties as required

**Hours for role:** 4 hours one morning or afternoon per week (weekdays)

\* We are looking for a volunteer who can make a commitment of at least 6 months\*

<i>Attributes</i>	<i>Essential Criteria</i>	<i>Desirable Criteria.</i>
<i>Skills &amp; Abilities</i>	<ul style="list-style-type: none"> <li>• Use of telephone &amp; computer</li> <li>• Able to use excel and outlook (basic level)</li> <li>• Good attention to detail</li> <li>• Good organisational skills</li> </ul>	
<i>Attitudes &amp; Values</i>	<ul style="list-style-type: none"> <li>• Non judgemental attitude</li> <li>• Willingness to help others</li> <li>• Reliability</li> </ul>	
<i>Knowledge &amp; Experience</i>		<ul style="list-style-type: none"> <li>• Awareness of mental health and wellbeing</li> <li>• Previous admin</li> </ul>

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