

ROLE DESCRIPTION

DATED: 14 June 2022



- Title:** Volunteer Role – Administrative Support
- Reports to:** Office Manager
- Locations:** Central Gloucester
- Availability:** Volunteers are asked to commit themselves to being available for at least 6 hours per week, between 1-3 days. Hours volunteered are flexible and should be agreed with the Office Manager. Volunteers may be asked to attend training, events and meetings, which may be in the evening or at weekends.
- Purpose of Role:** Our Volunteer Administrator/Administrators will support our small and incredibly busy team in our friendly office to ensure the smooth function of our supports. Our Gloucester PRG team offer a service for men and women aged 18 and over who want to make positive changes to improve relationships with their partner, ex-partner or future partners. This is an exciting time! Let's tackle domestic abuse and sexual violence together across the South West.

Main tasks:

- Day to day office support answering phones/ordering stationary/organising
- Printing session plans
- Uploading documents to the database
- Database admin
- Texting service users updates and recording these, and replies, on our database
- Other tasks as required

Person Specification:

- Empathy with individuals or families who have experienced crisis (essential)
- Support for our perpetrator services (essential)
- Good organisational skills
- Good communication skills
- PC/Microsoft office/database skills
- Proactivity
- Passionate about supporting the work of our organisation (essential)

- Training:** Splitz will provide induction training and appropriate training to the role. This role offers opportunity to gain experience and support a small team with

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administration and office tasks. This is an exciting time to be part of our leading Domestic Abuse and Sexual Violence organisation.

References can be requested after 3 months of active volunteering.

Risks: Access to confidential information
Measures: Confidentiality agreement, vetting
Vetting: Enhanced DBS