

Thurrock Council volunteer role description

Children's Centre administrative support

Supported by	Children's Centre Manager
Role summary	The main roles of the administrative support volunteer are to assist in the efficient running of the children's centre and to help welcome families and give them the information they need about services. The volunteer will assist administrative staff employed by the children's centre.
Location	Various locations across Thurrock.
How to apply	Complete the application form at www.thurrock.gov.uk/volunteering

Tasks and responsibilities

You will be expected to:

- welcome families and visitors, give information and answer queries
- explain the registration process and help families complete the registration form
- contact families in advance of appointments to confirm attendance
- provide refreshments for meetings and make sure public areas are tidy
- help prepare and distribute surveys and evaluations
- undertake basic admin duties such as filing, copying and answering telephones

Skills and experience

You must:

- have a friendly, welcoming approach
- be able to engage with people of all ages and backgrounds
- have good listening skills
- have good basic admin skills or willingness to learn
- be polite and friendly at all times

Time commitment

Times to be agreed with the Children's Centre Manager before volunteering.

Support you will get

We will:

- reimburse expenses, as agreed
- provide induction training
- provide relevant training and development
- provide on-going support

This role requires a Disclosure and Barring Service (DBS) check.