

Children's Centre Volunteer Role Description

Role Title: Administrative Support Volunteer

Supported by: Children's Centre Manager

Role Purpose: The main role of the Administrative Support Volunteer is 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 Thurrock Children's Centre.

Location: Any of Thurrock's Children's Centres

Tasks and responsibilities

- Welcoming families and visitors, information-giving and answering queries
- Explaining the registration process and helping families to complete the registration form
- Contacting families in advance of appointments to confirm attendance
- Providing refreshments for meetings and ensuring public areas are tidy
- Helping to prepare and distribute surveys and evaluations
- Undertaking basic admin duties e.g. filing, copying, answering telephones

Skills and experience

- Have a friendly, welcoming approach
- An ability to engage with people of all ages and backgrounds
- Good listening skills
- Good basic admin skills or willingness to learn
- To be able to be polite and friendly at all times

Time commitment

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

Council's commitment

- Relevant training opportunities
- Reimbursement of agreed expenses
- Other commitments as set out in the Volunteer Welcome Pack.

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