



Welwyn Hatfield Women's Refuge & Support Services

WELWYN HATFIELD WOMEN'S REFUGE & SUPPORT SERVICES (WHWR)

ADMIN SUPPORT VOLUNTEER

DESIGNATION Admin Support – Volunteer

HOURS Part Time

REPORTING TO Lead Refuge Worker

EMPLOYED BY The Board of WHWR

PURPOSE OF THE ROLE

We are looking for a passionate, organised and committed volunteer to support Welwyn Hatfield Women's Refuge & Support Services with administration.

To provide effective and efficient administrative support to Welwyn Hatfield Women's Refuge and Support Services as required.

ROLE DESCRIPTION

1. General office duties including word-processing, photocopying, filing and mailing
2. To support with postal duties such as collecting and distributing mail to residents
3. Dealing with telephone enquiries, supported by the team
4. To support in the role of conducting health and safety checks, supported by the team
5. To maintain and manage up-to-date record of supplies required for Refuge purposes, such as bedding, toiletries, food storage. To report to Refuge Lead or Operations Manager when supplies require replenishing
6. Occasional minute taking and distributing of records to relevant parties where required to support Refuge / Outreach staff
To follow appropriate Data Protection legislation, policies, procedures in day-to-day work and to protect the confidentiality of the refuge and its residents
7. To support with any other duties or responsibilities as directed by the Refuge Manager

Skills

- Caring, can-do, committed attitude
- Good verbal and written communication
- Having the willingness to ask for support and guidance where required
- Good team player
- Confident in using IT software including word, excel, zoom
- Good organisational skills

Commitment

The role requires at least 10 hours support per week with the view of being committed in this role for a minimum of 12 months.

The benefits of working with WHWR

- To be fully supported with both in-house and external trainings as required for the role
- Flexible working hours
- Build friendships with others in a caring environment
- To gain experience in supporting workers in the field of domestic abuse and Women's Refuge services

**This post is open to female applicants only as being female is deemed to be a genuine occupational requirement under Schedule 9, Paragraph 1 of the Equality Act 2010.*

** All candidates will need to undergo a DBS*

Ready to apply?

Please send over your CV, with the reference ADMINPTV10 as the email subject to kiri@whwr.org (Refuge Lead) along with a short cover letter stating a bit about yourself and why you wish to apply for this role, please also detail your commitment in terms of hours/times/days.