



Operations @ Southwark CABx

Macmillan / Dimpleby Benefits Advice Service Volunteer Administrator Role Profile

Context of role:

To support advisers by taking phone calls from the public and third parties, make referrals and signpost clients to other agencies, help with letters, forms and general office duties. Help maintain records and work with our partners in promoting the service. Opportunity to develop the role would be welcomed.

Role purpose:

The successful applicant will be responsible for supporting the welfare benefits advisors by providing a link to the office whilst they are off site advising clients. You will be responsible for supporting the smooth running of the Macmillan / Dimpleby administration function by ensuring day to day tasks are completed within specified time frames.

Key work areas and tasks:

Administration

- Use computers and other office technology as appropriate.
- Create and maintain filing systems in accordance with the project's systems and procedures.
- Provide information on the function and extent of the service to telephone callers
- Maintain diaries, including appointments
- Maintain stocks of leaflets and posters, and order from suppliers and distribute to outreach locations
- Attend meetings and take notes for minutes.
- Circulate papers, agendas, minutes.
- Undertake any other relevant administrative and support duties required to ensure the smooth running of the project.

Correspondence, customer service

- Record messages from the telephone line
- Take messages from existing clients and relay to the appropriate adviser
- Open, record and distribute incoming post and email, and prepare outgoing mail for dispatch.

Other duties and responsibilities

- Have responsibility to uphold the Aims and Principles of the CAB service and its Equal Opportunities policies.



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- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
- Any other duties commensurate with the post.
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Person specification

1. Understanding of and commitment to the aims and principles of the CAB service and its equal opportunities policies.
2. Sensitivity to the issues facing people affected by cancer
3. Experience of administrative work in an office setting, either paid or voluntary
4. Ability to work on own initiative, prioritise own work, meet deadlines.
5. Good interpersonal skills.
6. Written communication skills to level required for drafting correspondence, transcribing minutes.