



Woodcraft Folk
Education for Social Change

**YOUTH IS
NOT WASTED
ON THE
YOUNG**

Volunteer Role Description

Name of Volunteer Role: Admin support

Responsible to: Office & Volunteer Coordinator

About Woodcraft folk

Woodcraft Folk are a national voluntary organisation & registered charity working with children & young people across the UK.

Our small friendly office based in Southwark help to support thousands of dedicated volunteers across the country to deliver fun activities to children & young people, from arts, & crafts, debating current issues, singing & dancing to camping & outdoor adventures!

Mission:

By encouraging children & young people to think, we hope they will help build a peaceful, fairer world.

Aims:

Our aims and principles are cooperation, peace, equality & International friendship. Develop children & young people's self-confidence and build their awareness of society around them.

Encouraging children & young people to participate in society improving their lives & others through active citizenship.

Promote the interests & welfare of children & young people.

Purpose of Role:

This is a valuable & rewarding role, supporting our Office Staff & volunteers. You will be one of the first points of contact for many of our visitors & enquirers, answering telephone calls, emails & dealing with incoming & outgoing post.

We need our volunteers to be reliable, friendly & helpful.

Key tasks

- Dealing with enquiries over the phone
- Dealing with enquiries by email
- Sorting incoming post
- Preparing outgoing post

- Dispatching resources to our members
- Preparing orders for delivery from our on line shop
- Checking in deliveries of stock
- Checking stock levels
- Import information & updates on our membership database.
- Provide general admin support to members of the staff team, which could include, photocopying, filing and help with mailings.

Other Information

- We are ideally looking for someone who could volunteer for one morning or afternoon on a regular basis, for at least 3 months if possible. Our office hours are Monday-Friday 9am-5pm, flexible starting or finishing times can be discussed.
- We can reimburse travel to & from home & Woodcraft Folk Office up to £5 per day, receipts need to be provided
- Tea & Coffee is provided, unfortunately we cannot provide lunch.
- All volunteers are required to abide by Woodcraft Folk policies including Equal Opportunities & Health & Safety.
- Full training will be given on our database & systems required for this role.
- Regular support will be provided from the Volunteer Coordinator.

What would you gain?

- Administrative & Office experience
- Communication skills
- Customer service skills
- IT skills
- Experience of stock control
- Experience in the Charity/Voluntary sector
- Meet new people, be part of a team
- Improve confidence

Skills you would need

- Good communication skills
- Excellent telephone manner
- Helpful & friendly approach to callers/enquirers
- Flexible approach to variety of callers in particular to age of the callers
- Attention to detail
- Organised approach to tasks
- Basic IT skills (training given)
- Understanding of confidentiality & data protection (training given)
- An interest in volunteering
- Sympathetic to the Woodcraft Folks aims & principles