

Macmillan Cancer Support: Volunteer Role Description and skills profile

Role title: Office Administrative Assistant

Our local Macmillan fundraising office in Hove is looking for a volunteer to join our friendly, fun and enthusiastic team to help us with essential office administration. You will be helping to ensure the smooth running of the Fundraising Team, enabling more people affected by cancer to be supported by Macmillan.

What activities will I be involved in?

Anything from the following list.

- Answering phones
- Banking donations and entering records onto Macmillan's database
- Thanking supporters for donations and maintaining records of correspondence
- Sending out fundraising materials to supporters
- Assisting with mail-outs
- Filing and scanning documents
- Organising meetings, booking meeting rooms and assisting with diary management
- Ordering and keeping stock of merchandise for the team
- Updating records on Macmillan's database
- Opening, sorting and recording post
- Counting coins
- Other ad hoc admin duties as needed

What skills and abilities will I need to have?

- Organisational skills
- Attention to detail
- Excel skills and the ability to learn to use databases
- A clear and polite telephone manner
- Adherence to Macmillan's policies, including health and safety, equal opportunities, confidentiality and financial guidelines
- An interest in cancer care and the services that Macmillan provides

What are the goals?

- To ensure donations are banked and thanked promptly, making our donors feel valued and remain engaged with Macmillan
- To ensure that Macmillan's records and databases are accurate
- To enable the fundraising team to run smoothly and build unrivalled networks within the local community, so reaching more people affected by cancer and improving more lives.

How much time should I offer? What days of the week/time of day would you need me?

- You would need to be available during office hours on work days for 1-2.5 days per week. Hours of the role are flexible although we will ask you to commit to a specific timeslot each week.

Where will I be based? Will I need my own transport?

- You will be assisting at the Hove office, 103 Church Road, Hove and will only need transport to and from the office.

What are the benefits to me?

- Developing your organisational, customer service and admin skills
- Developing your IT skills
- Adding to your CV
- Meeting new people and being part of an enthusiastic and supportive team
- Opportunities to become more involved in other volunteering/areas of the charity's work
- Making a difference to your local community

- Helping people affected by cancer

Is there an induction and training?

- Information pack and induction provided to help familiarise you with the work of the charity and the fundraising team
- Training on Macmillan's database, computer systems, banking and thanking
- Guidance on answering telephone and other office administrative procedures
- Other training to complete your role as needed

What ongoing support/guidance will there be?

- Fully supported by the Fundraising Support Assistant and fundraising team
- Opportunities to meet and network with staff and fellow volunteers during the year
- You will be updated on the success of the team!

Will my expenses be paid?

- We pay volunteers' "out-of-pocket" expenses within agreed guidelines.

What's the next step?

Fill out an [application form \[PDF, 41kb\]](#) and send it to the Hove office.
Macmillan Cancer Support c/o Natwest Bank
103 Church Road
Hove
East Sussex
BN3 2BF

We will then arrange for you to come to the office for an informal chat.
If you have any questions please contact karnold@macmillan.org.uk or call the office on 01273 746601