

Macmillan Cancer Support: Volunteer Role Description and skills profile

Role title: **Office Administrative Assistant**

Why do you need me?

Our Macmillan Norfolk and Suffolk fundraising office is looking for a volunteer to join our friendly and enthusiastic team to help us with essential office administration.

Macmillan currently reaches around half of those living with cancer who need our care and support. Our ambition is to grow to reach out to everyone who wants or needs us. To enable this to happen, we need to raise more money and increase awareness of what we do – all of which means we also need more administrative support. From maintaining accurate databases to banking donations and ensuring that our supporters are promptly thanked, your help will make a big difference to both our fundraising team and our local supporters!

What activities will I be involved in?

- 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?

- 2-5 days per week, during normal office hours

Where will I be based?

- You will be assisting at the Norwich office

Will I need my own transport?

- Only to get to and from the Norwich 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?

Please complete an application form return it to:

Macmillan Cancer Support
De Vere House
90 St Faiths Lane
Norwich
NR1 1NE

Email: norfolk@macmillan.org.uk

For more information please contact Sean Flynn or Cliff Willett on tel: 01603 724360

Date prepared: 20 January 2010