

Volunteer role description and skills profile

Role title: Mobile Information Service - Admin Support Volunteer

Why do you need me?

Our Regional Mobile Information Service Team, in Andover, is looking for a volunteer to join our friendly and enthusiastic team to help with essential administrative support.

Macmillan currently reaches around half of those living with cancer who need our care and support. Our ambition is to reach out to everyone who needs us. To enable our region to achieve this ambition, we provide a mobile drop in service, offering information and support to people who may otherwise be unable to access what they need. In addition, the service also raises awareness of what we do. To enable our Cancer Information Specialists to provide a high quality, well targeted service, we need more administrative support – which is where you come in. From maintaining databases, contacting key people about our visits, to helping to ensure that we have the latest up to date information available on the bus, this is a varied and fulfilling role.

What activities will/could I be involved in?

- Stock control (in conjunction with another regional sister unit).
- Maintaining a Data Base.
- Contacting key groups prior to visits.
- Ad-hoc administrative duties.

What skills and abilities will I need to have?

- Admin or office support experience preferable.
- Ability to use own initiative and work unsupervised.
- Basic computer skills including Word & Excel.
- Good communication skills.
- Interest in the charity sector.

What are the goals and objectives?

- To effectively work with the Mobile Information Service Team, to assist with the smooth running of the mobile service.
- Contribute to the smooth operation of the administrative process.
- Assist the Mobile Information Service Team Administrator with those activities listed above.

How much time should I offer?

- The role requires a minimum of 4 hours per week.

Is there an induction and training?

- You will receive a Macmillan Volunteer Induction when you start, including a tour of the department, team and facilities introductions, and the completion of an e-learning induction programme for volunteers.
- We will provide any further more specialist training you need to complete the role.

What ongoing support/guidance will there be?

- You will be supported by your Macmillan supervisor and the rest of the team, with regular catch up meetings. They will be available to answer questions you may have about your role.
- relevant training provided.
- updated on the success of the team.
- Opportunities to meet and network with staff and fellow volunteers during the year.

What days of the week/time of day would you need me?

- you would need to be available during office hours – exact days are open to discussion/negotiation.

Where will I be based?

- You will be helping at the Regional Offices in Andover.

Will I need my own transport?

- No.

What are the benefits to me?

- The benefits this role offers include:
 - Meeting and working with new people.
 - Developing administrative skills.
 - Helping people effected by Cancer.

What are the benefits to people who are supported by Macmillan Cancer Support?

- Your volunteering with us means that:
 - The support you give will help us provide information and support to people affected by cancer, who may otherwise not have been able to access it.
 - You will help us reach key contacts, ensuring that we achieve the highest profile possible for the service.

Will my expenses be paid?

- We offer to pay volunteers' "out-of-pocket" expenses within agreed guidelines. We have a Volunteers Expenses Policy which you are welcome to look through before starting your placement.
- Please contact the Volunteering Team at volunteering@macmillan.org.uk if you would like further information on expenses claims.

What's the next step?

- To find out more, please contact Ian Stevens on 01264 343814, and I will be happy to discuss the role in more detail with you and answer any questions you may have.

We welcome volunteer applications at all times but hope to fill this post by: 28th February 2011

Date prepared: 24.12.2010