



Victim Support Isle of Man

Helping people cope with crime

POST: **Administration Volunteer**

REPORTS TO: General Manager

Role

To assist with administrative support for the day to day operation of Victim Support Services

Main Responsibilities

The role can be as much or as little as you feel comfortable with and your availability permits. Your preferences for involvement can be discussed with the General Manager, and recorded on our database so that we involve you appropriately.

You may wish to help in the following areas:

- Office Administration:
 - Answering the telephone with possible initial contact with a client
 - Adding client details to our Client Management System, including scanning consent forms and updates as required
 - Filing as required, including managing retention periods
 - Making refreshments for clients if required by a Welfare Officer, and clearing up afterwards
 - Data protection administration
 - Assisting the Administrator and Welfare Officers with any day to day tasks
- Assisting at fundraising or awareness events such as:
 - Helping with setting up venues, decorating if themed
 - Accepting donations either through bucket collections or using the card machine
 - Encouraging people to purchase raffle tickets
 - Helping out on stalls e.g. bottle games, hook a duck, guess the name of the reindeer
 - Seasonal activities such as carol singing

- Raising awareness of Victim Support services at local events
- Assisting in the distribution and maintenance of any leaflets that are located around the Island, including:
 - Maintaining contact with the location of these and finding new locations
- Submit on a monthly basis, claims for travelling and other expenses in accordance with branch policy
- Undergo any training as required

Experience and Skills

No previous experience is needed just a friendly and positive attitude.

You will need to

- Have good communication skills, in particular listening skills
- Be open-minded and non-judgmental
- Have the ability to exercise confidentiality
- Be able to work within the organisation's policies and procedures
- Promote equality and value diversity in all aspects of the work
- Be able to complete basic administrative tasks
- Possess good interpersonal skills
- Have the ability to get on with people of all ages, cultures and backgrounds