

Volunteer Role

Role title	Administration Volunteer
Organisation Name	Dhiverse
Organisation Overview	Organisation provides information, support and training related to sexual health and HIV in Cambridgeshire and Peterborough
Location of position	Cambridge
Responsible to	Office & Information Manager
Purpose/ summary of role	Assisting the office and information manager with any administration duties seen as appropriate, contributing to the efficient running of Dhiverse
Description of tasks	<ul style="list-style-type: none"> • Answering the phone and addressing the needs of callers • Assisting with mail outs • Dealing with enquiries that come in via email and post • Organizing promotional information • Helping to prepare for events
Time commitment	<ul style="list-style-type: none"> • 5 hours per week: to be worked either 10.30am to 3.30pm on a Monday or a Friday (half an hour for lunch is included- it is possible that an alternative day and hours could be agreed).
Skills and Qualifications	<ul style="list-style-type: none"> • Excellent telephone manner and communication and people skills • Fully computer literate and comfortable with the main Microsoft Office tools, databases and emails. • Friendly, approachable and proactive character. • Be comfortable volunteering within a group or by yourself. • Being able to use your own initiative but be able to ask for help when you need
Training & Support	<ul style="list-style-type: none"> • Induction to organisation • Full training on all aspects of the role • Regular updates on organisational activities • Support, advice and guidance from the Office & Information Manager
Reimbursement of expenses	<p>Out of pocket expenses will be reimbursed:</p> <ul style="list-style-type: none"> • Mileage costs @ 0.45p per mile up to a maximum of 50 miles per return trip • Public transport fare up to a maximum of £10 per return trip
Benefits to volunteer	<ul style="list-style-type: none"> • The opportunity to develop both new and existing skills and gain experience of volunteering in a charity. • The opportunity to meet new people. • The satisfaction of knowing you are making a vital difference to the work of Dhiverse
Application Procedure	<ul style="list-style-type: none"> • By Application Form • Informal Interview • Reference • Trial Period to be agreed
Contact Information	<ul style="list-style-type: none"> • Lucy Hills, Office & Information Office • T: 01223 508805 or E: enquiries@dhiverse.org.uk