

AGE CONCERN WELLINGTON REGION

Volunteer Role Description



Role title: **VOLUNTEER ADMINISTRATION ASSISTANT**

Hours: Between 5 and 10 hours per week

Location: Anvil House, Wakefield Street, Wellington CBD

Reports to: CEO

Background: Age Concern Wellington Region provides services which enable older people to live their best lives. This means protecting our older people from avoidable harm, connecting them with each other and wider society, promoting health and wellbeing, enabling them to maintain independence, and providing information on, and opportunities for, achieving fulfilment.

Age Concern Wellington Region is growing rapidly, creating an urgent need for administrative support for our team who are becoming increasingly busy. This role is crucial in helping us increase efficiency across all our programmes and activities.

Position Scope: This position combines our office administration needs for all our programmes and activities. This Volunteer Administrator role is responsible for:

- providing general office administrative support for our programmes
- supporting the CEO and Marketing Coordinator with general administrative duties
- organising events and meetings to be held at Anvil House

Key relationships: CEO, Marketing Coordinator, service Coordinators, volunteers, Board Members

Key skills required:

- A natural organiser and planner
- Strong English language skills
- Good writing skills
- Attention to detail
- Ability to work with a wide range of people

Knowledge required:

- Basic office software skills
- Experience with an accounting programme such as Xero (not essential)
- An awareness of and commitment to health and safety procedures

Personal qualities required

- Commitment to Age Concern’s mission of helping seniors thrive
- Enjoy taking initiative
- Empathy with older people, and their families and caregivers
- Respect for the beliefs, values, and cultural practices of other people
- Honesty, integrity and resilience
- Respect for confidentiality
- Reliable

Tasks and outcomes:

Programme/Service	Task	Outcome
<i>Steady As You Go</i>	General administration for all SAYGo groups	Staff are freed up to focus on developing the SAYGo programme. Records are kept safe and secure, and in good order.
	Keeping and filing of records	Information and records on all groups are kept in a tidy and organised way, making them easily accessible
<i>Companion Walking Service</i>	Assembling volunteer packs	Packs are available when needed and contain all relevant and required materials
	Assembling training manuals for volunteers	Manuals are available when needed and contain all relevant and required materials
	Helping with collection and collation of monthly walking data	Data is collected on time, is accessible to those that need it and kept secure
	Entering monthly walks into Xero ready for invoicing	Data entry completed correctly and on time. Invoices ready to be sent at the beginning of each month
	Preparing identification photo badges for volunteers	Badges ready when required
<i>General Administration</i>		
<i>Finance</i>	Scanning and entering invoices into Xero	Data is entered in a timely and accurate way
	Filing invoices and statements	Financial records are kept tidy and organised
<i>Mailouts</i>	Organising mailouts of our magazine to Members	Members receive their magazines on time
<i>Office space</i>	Sorting through files, filing cabinets and office equipment, and disposing of unneeded items	The office space is kept tidy, with only required items and files kept
<i>Meetings</i>	In collaboration with the CEO and other staff, help organise meetings at Anvil House including the Annual General Meeting, Board	Meetings are organised well, and attendees impressed with Age Concern’s organisation and

	Meetings and volunteer meetings.	event delivery
<i>Events</i>	In collaboration with programme coordinators, organise volunteer events at Anvil House. This will include booking and arranging the meeting rooms, ordering and arranging food and ensuring presenters have appropriate technology available	Events are organised well, and attendees impressed with Age Concern's organisation and event delivery