

# Volunteer Centre Manchester (VCM)

## Volunteer; *Administration*

### Role Description

Volunteer Centre Manchester provides information, support and training to Manchester residents who want to volunteer.

We recognise that volunteering should be a meaningful experience and that it will impact the individual in a number of ways – including and not limited to:

- Giving back; *to an organisation that has impacted on a person's life, either directly or indirectly*
- Enhancing or sharing skills
- Meeting new people
- Personal and professional development
- An opportunity to help others or the environment
- Feel valued and part of a team
- Building confidence
- Engaging in a positive activity

We also support Manchester based organisations who want to recruit volunteers, need help and advice to develop new roles, introduce/update policies and procedures or have a training need.

## VCM Volunteer; *Administration*

### **Purpose of the role:**

To support Volunteer Centre Manchester; *in providing information, support and training to Manchester residents who want to volunteer (City Centre office-based).*

### **Tasks:**

- **Administration;** *data entry, managing enquiries via telephone and e-mail, managing a diary of appointments, photocopying and other office duties*
- **Information and Interviews;** *signposting and offering insight into volunteering opportunities for people visiting Volunteer Centre Manchester and for people with additional support needs*

***This opportunity also gives volunteers a degree of flexibility to shape their own duties and input. This could include; developing marketing materials, managing social media campaigns and platforms and delivering training/information sessions to volunteers and volunteer-involving organisations.***

**Skills and Qualities:**

- Good communication skills (written and verbal) and self-confidence; *with members of the public, staff and volunteers, a clear and polite manner - in person, by phone and e-mail.*
- Good organisational skills
- Good Knowledge of Manchester (desirable); *geography and transport*
- Ability to work as part of a team; *with Volunteer Centre Manchester and Macc Volunteers and Staff*
- Ability to work independently; *under own initiative. Support and training will however be provided as necessary*
- Ability to recognise and understand confidentiality, boundaries and limitations; *of people from a range of diverse backgrounds*
- Understanding of equal opportunities and experience (*not essential*); *applying this to all aspects of work*
- IT skills; *sending and receiving e-mail, printing and navigating Volunteer Centre Manchester documents and resources, word processing, accessing and using the internet and social media*

**When:**

	Monday	Tuesday	Wednesday	Thursday	Friday
<b>Morning</b>	✓	✓	✓	✓	✓
<b>Afternoon</b>	✓	✓	✓	✓	✓
<b>Evening</b>					

We require volunteers for a minimum of **3 hours per week** that can be spent **Monday to Friday** between the hours of **10 am** and **4 pm**.

**Where:**

Volunteer Centre Manchester  
c/o Macc  
3<sup>rd</sup> Floor, Swan Buildings  
20 Swan Street  
Manchester  
M4 5JW

**Duration: Ongoing****What's in it for you?**

- Full induction
- Out of pocket travel expenses will be reimbursed on producing a valid ticket/receipt (food expenses can also be provided; *dependent on hours worked per day*).
- Training and Development; *First Aid, Risk Assessment, Volunteers and the Law, Managing Volunteers and others*
- Ongoing support with your volunteering; *From Macc and Volunteer Centre Manchester staff*