



## Role Profile:

## Volunteer Admin Assistant

### Why is this role important?

Reception is the hub of our centre and is always busy with enquiries from visitors, callers and via email. It is important that we respond to enquires quickly to ensure the animals get the help they need.

### How you can support us:

- Helping our reception team to answer incoming calls and emails in a professional, timely manner
- Scanning, saving and photocopying paperwork
- Distributing incoming post
- Assisting the team with taking payments over the phone for boarding bookings



### What can you gain in return?

- An opportunity to engage with and support the local community
- Making a difference to the lives of rescue animals
- Develop new skills and enhance your current skills and experience
- The chance to join a great team and make new friends along the way

### Ideally you will:

- Have a good level of computer and admin skills
- Be confident in answering the phone and making calls
- Have good communication skills
- Be friendly and happy to engage with members of the public
- Have a drivers licence and access to a vehicle
- Be able to dedicate time to volunteering flexibly

### When do we need you?

- Flexible. We will work with you to plan shifts that suit us both

