



Role Description and Personal Qualities

Voluntary Position Of: Admin & Reception Volunteer

Reporting to: Office Manager

Hours: Optional, by agreement

Place: Wandle Valley Resource Centre, Mitcham & event venues in Merton

Staff Contact: Charlotte Wilson, Office Manager, info@mertoncil.org.uk – 0203 397 2119

About Merton CIL

Merton CIL is a user-led organisation promoting the inclusion, choice, and independence of Deaf and Disabled people in Merton. We deliver a range of services to Deaf and Disabled People living in Merton.

Expectations of The Role

To provide administrative support and ensure the smooth running of the advice and advocacy service, and the organisation. To welcome people to Merton CIL and support visitors. Also, to provide support around events.

Key Tasks

You will not be required to complete all tasks below. By agreement, you will decide which tasks you would like to take on.

Welcoming people to Merton CIL

- To take telephone calls and to pass callers to the correct member of staff and/or to take messages
- To take first calls from potential service users, check eligibility, explore the issue, and enter their details on our database
- To welcome visitors to our office
- To access member details on our database and keep them updated in line with GDPR
- Telephone members and invite them to upcoming events

Administrative support

- To help with note-taking and/or writing up notes
- To help with photocopying, scanning and uploading confidential information to our database
- To support with filing, archiving and/or shredding confidential information
- To help us check our useful information chapters and keep it updated

- Other general administrative tasks

Newsletter support

- Contributing to and/or writing for our member newsletter. We look for news, art and creative writing

Events support

- Helping our team organise events, including phoning members
- Helping with record keeping at events such as the attendance registers
- Supporting event attendees to feel welcome and to speak up
- Supporting to cover outreach stalls promoting Merton CIL and fundraising
- Taking photographs at events
- Getting attendees at events to complete feedback posters

Gathering feedback

- To enter feedback from the suggestions box, compliments and feedback calls on our database

Craftivism and Chat

- Supporting with the preparation and running of craftivism and chat
- Contacting members via telephone, SMS or email to invite them to the group
- Running a craft session or discussion within the group
- Taking photographs of the group
- Creating craft projects as an example for the group

This role will suit someone who...

- Has an interest in enabling individuals to understand and exercise their rights and to have a voice
- Is keen to gain more knowledge on benefits or community care
- Has good communication skills, including a suitable telephone manner
- Is competent using IT packages, such as email, Word, and Excel
- Can handle with discretion information which may be confidential or sensitive
- Has a personal commitment to supporting people with a range of disabilities, and supporting people from a variety of ethnic and social groups

It would also be great if you have...

- Experience in an advice setting, on reception or as an administrator

What is in it for you?

- Become part of a friendly and passionate team making a difference in Merton
- Gain more knowledge about benefits, community care and hate crime, as well as gaining practical training in an advice setting

- Meet new people and make new connections
- Improve your knowledge and communication skills
- Regular Supervision with the Office Manager
- Reimbursement of out of pocket expenses:
 - A travel allowance of £4.40 per day. Volunteering days must be agreed in advance with Merton CIL
 - A lunch allowance if you volunteer more than 4 hours per day (up to £5 with receipt)
- If you work over 100 hours – you will receive a gift. You will also be nominated for a volunteer award via Merton Voluntary Service Council and be awarded a value you discount card which gets you 20% off several local businesses.

DBS check may be required depending on which tasks you decide to take on

If you're interested:

Please email info@mertoncil.org.uk or phone 0203 937 3119