



CHAT Admin Support

Overview of role:

CHAT puts our clients at the centre of everything we do and having a welcoming environment and an efficient admin team is key to supporting the advisors in the work that they do with our clients, and achieving the best possible outcome for our clients.

We understand that sometimes situations change but we ask for a minimum commitment of half a day a week for this role in order to be familiar with our clients and the processes and procedures.

We appreciate your flexibility and please remember all role descriptions are issued as a guideline, and we know it is not reflective of all our volunteers do. We work together as a team and at times you may not feel able to do what has been asked so please remember you are welcome to say no! We appreciate any suggestions you have for ways we can work better. Please speak to the volunteer coordinator if you have any questions, or if you would like to try another role within the team

Summary of duties, which may include:

- To provide warm welcome to our clients and other visitors in our Tiverton office.
- Using the 'Advice Pro' computer system to check and record client information.
- Using 3CX to answer telephone calls
- Record and manage personal data carefully and confidentially
- Various tasks to assist with the client work – scanning, photocopying, processing incoming post etc.
- Support to the fundraiser – laminating, sorting etc.
- Support with other admin tasks – e.g. recording volunteer hours
- Assisting with reception when busy
- Seek advise from the Office Team as needed

Skills, experiences and qualities required:

- Good listening, communication and interpersonal skills.
- Effective admin skills and basic IT skills (training provided)
- Able to work with others as part of a team.
- The ability to treat clients in a non- judgmental way.
- Good command of the English language.
- Acceptance and understanding of our vision and values.

CHAT started as a volunteer organisation and as a volunteer with CHAT you will be a valued part of the team.

- We offer the chance to be part of a team (consisting of paid staff and volunteers)
- You will have the opportunity to feed into our vision – your ideas and input will be valued.

- This role can be good work experience or a chance to learn a new skill after working in another environment
- All expenses are covered
- Full induction is provided
- We plan social events and work in a supportive environment

Application process

- Complete the expression of interest form <https://chatmid.org/volunteering-with-chat-1/>
- CHAT will contact you for an initial discussion and go through this role description in more detail – do ask more questions
- Further information, including references and completion of a DBS check will be required
- We will meet you in for an informal interview and if CHAT and you feel this role is right for you training and induction will begin.

Policy statements

We recognise the contribution that ex-offenders can make as employees and volunteers and welcome applications from them. A person’s criminal record will not, in itself, debar that person from being appointed to this post. Any information given will be treated in the strictest confidence. Suitable applicants will not be refused posts because of offences which are not relevant to, and do not place them at or make them a risk in, the role for which they are applying.

This post is exempt from the Rehabilitation of Offenders Act 1974 and therefore applicants are required to declare any cautions, convictions, reprimands and final warnings that are not protected (i.e. that are not filtered out) as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2013).

For further information on filtering please refer to Nacro guidance and the DBS website.

CHAT is committed to valuing diversity and promoting equality. Our policy is to strive to ensure that no job applicant, employee or volunteer receives less favourable treatment than another on grounds of age, disability, ethnic origin, marital or parental status, political belief, religion, gender or sexual orientation.

Induction

	Who with	date complete	reviewed and notes
Familiarise yourself with CHATs vision and values, website etc,	Helen		
Induction to the building - refreshments, facilities etc.	Helen		
Confidentiality agreement	Helen		
Health & Safety - policy and procedures, fire evacuation procedure, panic alarm etc.	Helen		
Overview of each department <ul style="list-style-type: none"> • Foodbank • Fundraising • Support and Advice - Tenancy Support 	Mike & Sarah Holly		

<ul style="list-style-type: none"> • Support and Advice - Debt and Money • Support and Advice - Housing • Support and Advice – Ukrainian support 	Denise/team members		
Policy signing sheet and read relevant policies			
Advice Pro <ul style="list-style-type: none"> • General overview • Entering an enquiry • Scanning 			
3CX telephone system			
Post process			
Incoming donations	Holly		
AdvicePro <ul style="list-style-type: none"> • Entering cases • Checking notes 			
Google spreadsheet			
Volunteer pack issued			
6 month review			