



# Volunteering Role Description

## Administrative Assistant

### Information

<b>Team:</b>	Life Skills and Community
<b>Responsible to:</b>	Head of Life Skills and Community
<b>Hours:</b>	Flexible, about 2 days per week
<b>Location:</b>	ELATT Kingsland Road Hackney

### About the opportunity

This is an exciting opportunity for someone to gain valuable administration experience in a dynamic London charity, supporting the day-to-day work of ELATT community projects.

As a volunteer admin assistant you will have the opportunity to:

1. **Make a real difference.** ELATT is an Award-winning Grade 1 (Ofsted Charity) supporting people from a range of backgrounds to flourish in life. As an administrator supporting our project management and delivery you will be directly involved in supporting our team to support our clients.
2. **Make the most of your existing skills and learn some new ones.** ELATT volunteers receive the same training and development (and CPD) as our staff members.
3. **Learn something about how projects and charities are run.** You will gain experience in project administration and will be able to see the organisational planning involved in running a charity.
4. **Be part of an amazing team.** ELATT volunteers are part of our delivery team and often say that they felt a part of our team when supporting us at ELATT.
5. **Volunteer expenses:** ELATT reimburses volunteers' travel costs and subsidise lunch (for those working a full day).
6. **Access to our courses:** You might find out about a course at ELATT that you would like to join.

## Our Values:

Before applying for this role, please check that you answer yes to all the following questions:

1. You believe in the life-changing value of education
2. You celebrate and value diversity and the enrichment and benefit it brings to society
3. You thrive in a fast-paced environment and can re-prioritise your work plans according to events and needs
4. You believe in an empathetic and caring approach to team working, valuing the contribution of team members at all levels
5. You believe in the importance of continuous improvement and learning new skills

Read more about our values here: <http://www.elatt.org.uk/about/values/>

## Responsibilities of the Post:

1. Assisting with day-to-day administration of department projects.
2. Assisting ELATT's Administrative staff to prepare course folders and course reports.
3. Updating and checking online databases.
4. Assisting with non-routine pieces of work as required.
5. Filing and maintaining student records and inputting information into student databases.
6. Supporting with student phone calls and letters.
7. Supporting with student enrolments.

## Skills and experience

1. An interest in the voluntary and education sector.
2. Good IT skills- experience of using Microsoft Office, confidence using Email and internet.
3. Good organisational skills.
4. Basic experience of administration duties or similar transferable skills.
5. Ability to communicate effectively, both verbally and in writing in English.
6. Good interpersonal skills with the ability to work flexibly as part of a team.
7. Ability to be discreet and to deal appropriately with confidential information.
8. An understanding of the needs of marginalised adults in accessing learning, or a willingness to improve current knowledge.

If you are interested in applying for this role please email [volunteers@elatt.org.uk](mailto:volunteers@elatt.org.uk) with your CV and cover letter.