

<b>Title</b>	<b>Office Administration Volunteer</b>
<b>Report to</b>	Ali Longstaff – Financial Controller
<b>Key internal contacts</b>	Siobhan Goodwin – Community Engagement Manager
<b>Purpose of role</b>	To provide administration assistance within The Palace Trust Office working alongside the Office Administrator. You would also help with administrative support for Palace Trust departments as and when required.
<b>Key tasks – What the Palace Trust expects from the Office Administrator</b>	<p><b>Engaging our Visitors</b></p> <ul style="list-style-type: none"> <li>• Reception duties – answering the Palace Trust telephones, transfer calls and taking messages and passing these on to the respective staff member (by email)</li> <li>• Dealing with general enquiries from visitors/volunteers eg opening times, events, where a member of staff is located</li> <li>• Taking phone bookings and when required payments for events, membership or group bookings</li> <li>• Receiving and sorting post and deliveries</li> <li>• Mailouts - including collating information, stuffing envelopes, printing letter/labels and franking post.</li> <li>• Researching eg sourcing contact details for organisations</li> <li>• Admin support for the CEO and SMT</li> <li>• Photocopying, scanning and laminating</li> <li>• Shredding</li> </ul> <p><b>Training and Development</b></p> <ul style="list-style-type: none"> <li>• Attend specific Admin training at the start of the role to learn the various aspects</li> <li>• Attend additional training and workshop days relevant to the Office Administration role</li> <li>• Develop knowledge of the Palace as a whole.</li> </ul> <p><b>Anticipated time contribution</b></p> <ul style="list-style-type: none"> <li>• Ideally 2 days per week, 10am – 3pm, as agreed with the Office Administrator. 1 day per week may be considered. Hours to cover the core office times, lunch break included.</li> </ul> <p><b>Dress code</b></p> <ul style="list-style-type: none"> <li>• Office volunteers should be dressed in presentable/smart casual attire.</li> </ul> <p><b>Approach</b></p> <ul style="list-style-type: none"> <li>• Volunteers will need to enjoy working as part of a team in the Palace Trust Office. This includes being able to work unsupervised.</li> <li>• Volunteers will be working with Microsoft Office using Word, Excel and Outlook.</li> <li>• A professional attitude is required at all times as we are a public facing organisation. It is necessary to be helpful and polite when both using the phone and when visitors come to</li> </ul>

	the office. The Palace Trust Office is a small and busy office, so we try to be respectful of this working environment to enable all staff members to be able to work effectively.
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