

# VOLUNTEER Role DESCRIPTION

Role: **Admin Volunteer**

Hours: Minimum 4 hours tbc

(between 9am and 5pm Mon-Sun)

Location: Reception, Freshfields Liverpool

Reports to: Operations Manager

### Overall purpose of the ROLE

To ‘make a difference together for All animals’.

You will support the animal rescue effort by maintaining great relationships with our supporters from the reception at the Liverpool rescue centre. supporting the communications and reception staff to maintain a variety of records and provide a warm welcome to every visitor.

### KEY TASKS

* Provide back up support to reception staff to provide the warmest of welcomes to every visitor.
* Support the reception staff member to answer the door and take calls promptly.
* Ask all donors and visitors if they would like rescue news updates and take and input details.
* Input supporter details into the charity database
* Create and update forms and organise files.
* Support fundraising activities by actively passing information to visitors.
* Accept and store food and other item donations.
* Assist reception staff to maintain reception displays in the hub and at the door.
* Help to pack and post Freshfields merchandise
* Help prepare for events and open days.
* Help to maintain a clean, tidy and organised site.
* To follow Freshfields Animal Rescue policies and procedures at all times .

### KEY skills AND QUALITIES

1. Warm and friendly animal lover with a positive can-do attitude.
2. Confident with IT, such as Microsoft office Word and excel
3. Good general standard of literacy and numeracy.
4. Genuinely like people
5. Ability to be professional in every circumstance
6. Excellent communication skills in person, on the phone and online.
7. Experienced administrator in a professional environment.
8. Able to pay attention to detail and support to a consistently high standard.
9. Clean and presentable.
10. Likes to keep busy and use initiative to identify tasks
11. Good mobility to carry items from door to store.
12. Reliable and conscientious
13. Trustworthy
14. Respectful of all people and animals.
15. Approachable
16. Willing to uphold Freshfields meat-free site policy whilst at the rescue or at rescue events.

### TIME commitment

To be discussed according to availability. We would ask for a minimum of 4 hour shift per week. More hours would be very welcome if possible.