

## Role Description – Harrow Communities Click Admin Volunteer

Harrow Communities Click is a mutual support network that provides social opportunities, user engagement and practical support to vulnerable adults in Harrow and all citizens of Harrow over the age of 18 are eligible to be members.

The philosophy of Harrow Communities Click is to hand back choice and control to all older adults or people with disabilities, health conditions, and unpaid carers, and to recognise their skills and abilities using a timebanking system whereby time is a tool and everyone's time is equal.

As a membership organisation Harrow Communities Click seeks to create a sense of ownership and helps members to:

- Be socially connected around shared values and interests to tackle and prevent isolation
- Live life with a purpose with the opportunity to share skills and knowledge and contribute to their community

Harrow Communities Click includes businesses such as local shops as members, and membership includes access to a full range of social and learning events, as well as other opportunities to engage and socialise. We encourage members to coproduce the service as well as be involved as a giver and receiver.

**Purpose** - To support Harrow Communities Click with Administrative Tasks

### Duties

1. To undertake volunteering and give practical support to Harrow Communities Click staff based at the Age UK Harrow office.
2. Type and word-process various documents and electronic information.
3. Create statistical tools and reports using spreadsheets.
4. Manage, organise, and update relevant data using database applications.
5. Communicate and provide information by relevant methods internally and externally to assist and enable organisational operations and effective service to connecting groups.
6. Interpret instructions and issues arising, and then implement actions according to administrative policies and procedures.
7. Arrange and participate in meetings, team activities and training as required.
8. Adhere to procedures relating to the proper use and care of equipment and materials for which the role has responsibility.
9. Liaise closely with the Harrow Communities Click workers, seeking advice, guidance and support when required.
10. Develop a working knowledge of the information and office systems supporting the service, use them effectively and contribute to their improvement
11. Keep up-to-date with relevant laws, policies and procedures, both locally and nationally.
12. Carry out tasks according to Age UK Harrow policies and standards, in particular on confidentiality, equal opportunities and health and safety.
13. Work as part of a team with other Harrow Communities Click staff and volunteers.

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### **Volunteer Specification - Harrow Communities Click Admin Volunteer**

1. Excellent IT knowledge and experience, particularly in relation to Twitter and Social Media.
2. Ability to assimilate and understand information by listening and reading.
3. Ability to write legible and intelligible notes and records; to fill in forms; and to carry out basic calculations.
4. Willing to work according to guidelines and Harrow Communities Click quality standards.
5. An open-minded approach to individuals, avoiding judgment and stereotyping.
6. Ability to listen to others and to explain things clearly.
7. Awareness of discriminatory practices and equal opportunity issues; and a commitment to social issues and a commitment to social justice and equity.
8. Ability to work as part of a team with other Harrow Communities Click staff and volunteers.
9. Willingness and interest in learning.
10. Willing to attend training and other events.
11. A commitment to attend the office to volunteer once a week.

### **Contact Information:**

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Harrow Communities Click