



Volunteer Assistant Administrative Officer (Money Skills) - Role Description

Role Purpose	To assist the Service Support Officer and the Money Skills Development Worker(s) in the general office organisation and administrative support to the Money Skills Service by means of manual and/or computerised records.
Principal Responsibilities	Duties will include word processing, recording data onto databases, dealing with telephone enquiries, photocopying, laminating, mail distribution and other general administrative duties.

MAIN DUTIES

- Preparation of progress files for participants and resources for sessions.
- Administration of various databases including recording participants' data for retrieval of statistical information.
- Assisting the AQA Co-ordinator with administrative tasks relating to AQA units
- General office duties such as dealing with telephone enquiries, filing, photocopying, laminating, mail/leaflet distribution etc.
- Any other duties consistent with the post as directed by the Service Support Officer or the Money Skills Development Worker(s).

REQUIRED COMPETENCIES

- Possess an understanding of and commitment to the aims, ethics and values of the Money Skills Service.
- To accept everyone has a right to their distinct identity. To treat everyone with dignity and respect, taking full account of our valuing diversity policy.
- The ability to provide quality services that our customers want and need by working with customers and taking appropriate steps to meet their needs.
- To be willing to attend training and personal development courses as appropriate, and to be ready to share learning with others.
- Good interpersonal and communication skills.
- Good ICT, literacy and numeracy skills.
- Experience of participating in our Money Skills Workshops.
- Minimum 4 hours on any specific day of the week as agreed by your line manager