

### **Volunteer Office Assistant Role Description**

Title:	Volunteer Office Assistant
Accountable to:	Supporter Experience and Finance Processing Manager
Role Days/Hours	Flexible
Role Location:	Selly Park

### **Birmingham Hospice – Our Mission, Vision and Values**

Birmingham St Mary's and John Taylor Hospices merged in 2021. Now unified under one name, Birmingham Hospice, we care for more people than ever before. Our patients are at the heart of everything we do and have been throughout our combined 157-year history. From caring for those in our Inpatient Units, to providing vital day services in our Living Well Centres, and supporting families with personalised bereavement counselling, we take care of our community when they need us most.

We believe in the importance of dying in dignity, in comfort and in a place of your choice.

We want everyone, no matter their age, gender, sexuality, religion or medical condition to be able to access the care of their choice at the end of their life.

We are the primary provider of hospice care in Birmingham.

Our values are at the heart of everything we do as we continue in our mission to enable more people from all communities to access the care of their choice at the end of life.

Our values are:

- Kindness
- Togetherness
- Positivity
- Openness
- Respect
- Innovation

### **How you can make a difference**

Our volunteers are vital in ensuring that we make every moment matter for our patients. By volunteering to support our patients, you can help us to continue and improve upon the service we provide to patients with a terminal illness.

### **What are the main duties of the role?**

The Volunteer Office Assistant will provide essential administrative support to the Supporter Experience and Finance Processing office. This role is integral to ensuring that our hospice operations run smoothly and efficiently, particularly in managing supporter relations and financial processes. The volunteer will gain valuable experience in a professional office environment while contributing to the meaningful work of our hospice.

### **Key Responsibilities:**

1. Administrative Support:
  - Assist with general office duties, including scanning, post opening, making up collecting boxes.
  - Answer and direct phone calls, taking messages and providing information to callers as needed.
  - Greeting supporters and accept gifts of donations.
2. Supporter Experience:
  - Help manage supporter communications, including responding to emails and letters.
  - Assist in maintaining and updating supporter databases.
  - Prepare thank you letters and other correspondence to donors and supporters.
  - Help organize and support fundraising events and activities.
3. Finance Processing:
  - Assist with the processing of donations, ensuring accurate recording and acknowledgment.
  - Cash counting/banking.
  - Support the Finance Processing team with data entry and record-keeping.
4. Team Collaboration:
  - Work closely with the Supporter Experience and Finance teams to support ongoing projects.
  - Participate in team meetings and contribute ideas for improving processes and supporter engagement.
  - Assist with other tasks and projects as assigned by the Supporter Experience and Finance Processing Manager.

### **What skills or experience do I need?**

- Strong organisational skills and attention to detail.
- Excellent communication skills, both written and verbal.
- Ability to handle sensitive information with confidentiality and integrity.



- Positive attitude, flexibility, and a willingness to learn.
- Previous office or administrative experience is a plus, but not required.

**Benefits of volunteering in this role:**

- Gain valuable experience in a professional office setting.
- Develop skills in administration, supporter relations, and finance processing.
- Make a meaningful contribution to the hospice and its mission.
- Opportunity to work with a dedicated and supportive team.
- Flexible volunteer hours to accommodate your schedule.